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ABSTRACT

An assessment is presented of the Ottawa Public Library Branch Services' success in meeting both the information and educational needs of a highly intellectual community. An outline is presented for appraisal of present services, indicating improvements and recommending directions for future growth. After an examination and evaluation of the present system, additional building sites are suggested to serve the growing community. Five significant sociological challenges to public library systems are examined: (1) the knowledge explosion, (2) technological expansion, (3) social modification, (4) minority needs, and (5) social mobility. Part II examines the history of the Ottawa Public Library and includes a review of individual branches with suggestions for improvement. Extension of patron service and cooperation with school libraries is suggested along with mobile library service to provide bilingual (French) materials, including audiovisual aids, to the bicultural community. Part III covers a plan for branch development. Maps, statistical tables and graphs are included. (DS)

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THE BRANCH SERVICES OF THE OTTAWA PUBLIC LIBRARY AND THEIR DEVELOPMENT

OCTOBER, 1973

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LETTER OF TRANSMITTAL

October 26, 1973

Marcel Gingras,
Chairman of the Board/President du conseil,
Ottawa Public Library/
Bibliotheque publique d'Ottawa,
237 Queen Street,
Ottawa, Ontario,
K1P 5M2.

Authorized by letter from the Director, Mr. Claude Aubry, on May 30th, 1973, this study of the branches of the Ottawa Public Library is submitted for consideration of the Board.

We sincerely hope that it will assist the Board to develop future policy by presenting an appraisal of present services, indicating improvements and recommending the pace and direction of future growth.

In addition, we trust that this document will be used as a working paper for staff discussions and a catalyst to aid the process of innovation.

Yours sincerely,

A. Bowron

164 MACPHERSON AVENUE / TORONTO / CANADA M5R 1W8 / 416 964-0361

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INTRODUCTION

The Ottawa Public Library is one of the most important educational institutions in the Capital. Along with the government libraries, college, university and special purpose libraries it caters to an interesting variety of individuals: advanced students, embassy personnel, research workers, industrial enterprises and the general public in the two major languages. When one examines a sample of the reference enquiries, their variety and complexity is striking and impressive. In addition, of course, the Ottawa Public Library must also be a source of recreation. These two major roles: a supplier of information and recreation in a community of people whose educational level and specialized skills are above the national average, present a challenge to the staff, the Board and the municipality.

This report seeks to assess the success of the Ottawa Public Library branch system in meeting this challenge up to 1973 and outlines directions the Board might take in the next few years.

With the completion of the new main library and after a period of adjustment more attention may then be devoted to branch development. Using this document as a starting point for discussion the buildings, collections, staff and organization will have to be revised in the next few years and funds obtained to expand the library system to serve a greater population.

In arriving at a set of objectives for this study our starting point was the three "areas of most vital concern" outlined by the Director in his letter of May 30, 1973 namely:

i. To examine and evaluate the present branch system in terms of location, facilities and services.

ii. To recommend sites for new branches to be provided within the next ten to fifteen years and the general size and facilities for such branches.

iii. To make recommendations on areas where additional studies seem indicated as a result of the investigation.

In later conversations we were asked to expand these terms of reference into any areas which we felt would be useful to the Board and recommend change and improvement of supplementary importance to the three specific areas of concern. In addition it was decided that an evaluation of the quality of the collections was not to be attempted nor would it be useful at this time to examine the service to hospitals.

As the study progressed it became clear that the major benefits of the study would arise from recommendations concerned with improvements to present branches, the mobile service and a plan for development over the next ten years only. As is typical in Canadian urban areas, there is a paucity of reliable predictions of future growth and development. Neither the NCC, the Regional nor the City planners were able to predict in enough detail the direction, character or rate of growth of the City of Ottawa much past 1980. There is widespread disagreement on current population figures, the availability of capital funds for education, the effects of inflation on the economy and the fate of neighbourhood preservation as well as other factors of interest in planning libraries.

In the library world several issues are unresolved, such as the effective date of new regulations governing grants and the conditions under which they will be awarded by the provincial government, the availability of further capital funds from the Federal Government, possible changes in regional government and regional library systems and, indeed, the continuance of public libraries' boards as single purpose boards on the municipal level.

In the light of the above strictures to planning this report has focused on the more immediate and practical problems of improving present branch services and facilities, of decentralizing the administration to some extent and of recommending more study of the community so that library services grow in response to the needs of the community.

PART I:

THE BACKGROUND

1. THE PHYSICAL SETTING

Planning library services means planning for individuals rather than for organizations because the use of libraries is not basically a group activity. The pursuit of information and self-directed continuing education arises from personal needs which can best be met by a service which stresses free access to library resources. For this reason public libraries should not be planned to serve only the residents of one municipality. As long as people are mobile and freely cross municipal boundaries it is as ludicrous to erect barriers to the free use of library facilities as it would be to forbid the use of the sidewalks in one municipality by the taxpayers of another.

In the context of this report it follows, then, that we must look at a much larger area than the City of Ottawa to plan library services efficiently and to be able to identify the problems, the purpose and the future of the service. In this chapter we have tried to outline some of the characteristics of the population of the region, particularly those characteristics which might influence library services in the City of Ottawa.

With a population of about 300,000, the City of Ottawa is important not only as the nation's capital. It is also the centre of a growing regional economy. Although the Federal Government employs about one-third of the work force and indirectly more than one-half, many secondary industries and services have been attracted to the area in recent years. For instance, 13.8% of the work force is employed in occupations connected with wholesale and retail trade and about 18% in industry and construction. In Toronto, 18.6% of the work force is connected with trade and 26.3% with industry and construction. In addition, one of the important spin-off effects of the presence of the Federal Government in the area has been the greatest concentration of scientific and research activities and resources in Canada. This in turn has attracted a well-educated, sophisticated labour force and has resulted in a relatively homogeneous and high per capita income level.

2. THE OTTAWA-CARLETON REGION

In the last 15 years the area within the boundaries of the City has become increasingly urbanized. Growth during this period has caused an over-spill of population into the contiguous suburban-rural municipalities, particularly Gloucester and Nepean Townships. This rapid development has created problems in coordinated planning, transportation and the extension of new facilities such as

sewers, water and educational institutions. Temporary solutions like annexation became increasingly unsatisfactory and in 1965 a local government study proposed a more basic change. On January 1, 1969, the Regional Municipality of Ottawa-Carleton was established by the Province of Ontario. Ottawa is now a locally autonomous municipality federated with 15 area municipalities and within this two-tier structure is responsible for all local matters. The Regional Municipality has sole jurisdiction over regional planning, borrowing, regional water and sewage services, arterial roads as well as health and welfare services. In addition, Boards of Education have been reduced to two; one for the City of Ottawa, Vanier City and the Village of Rockcliffe Park and one for the remaining areas of Carleton County.

The Ottawa-Carleton region is currently growing at the rate of about 3.6% annually.* According to the 1971 Census of Canada, the total population was 471,930. During the next 25 to 40 years, it is likely that the population of the region will reach 1,000,000.*

The 1,100 square miles of the region are mostly suburban and rural lands grouped in the valley of the Ottawa and roughly bisected by the Rideau River. The history and physical development of the region has been strongly influenced by the two rivers, by the Rideau Canal and, most important for recent urbanization, by the 41,390 acres of the Greenbelt controlled by the National Capital Commission which borders Ottawa on the south, the east and the west. The Greenbelt cuts through the middle of Nepean and Gloucester Townships to the west and east, separating their most urbanized portions from the semi-rural areas. The Ottawa River and the neighbouring City of Hull in Quebec effectively block the development of Ottawa to the north.

In the regional context, then, the area inside the Greenbelt with an estimated population of 405,500 forms a more logical unit for service planning since it is all under the same development strictures even though the area includes the urbanized part of the Townships of Nepean and Gloucester, Vanier City and the Village of Rockcliffe Park. In this study, library services now provided in or planned for the entire area inside the Greenbelt will be examined and recommended branch development for the future will be coordinated as far as possible between the five municipalities concerned.

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*Planning Department. Regional Municipality of Ottawa-Carleton. Official Plan - Initial Proposals, 1972.

TABLE A Ottawa-Carleton - Population, Census 1971

Cumberland	9,295
Fitzroy	2,355
Gloucester	37,145
Goulbourn	5,340
Gower, North	
Huntley	2,275
March	5,825
Marlborough	1,165
Nepean	64,605
Osgoode	7,760
Tarbolton	1,365
Cities:	
Ottawa	302,340*
Vanier	22,480
Villages:	
Richmond	2,120
Rockcliffe Park	2,135
Stittsville	1,995
Ottawa-Carleton	471,930

Inside the Greenbelt:	405,500 (est.)
Outside the Greenbelt:	50,500 (est.)
Within the Greenbelt:	16,000 (est.)
Ottawa-Hull (Census Metropolitan area):	602,510

*The Ottawa Public Library uses the figure 291,000. We have used the Census figure in this report so that the breakdown by Census Tract will be valid for comparative purposes.

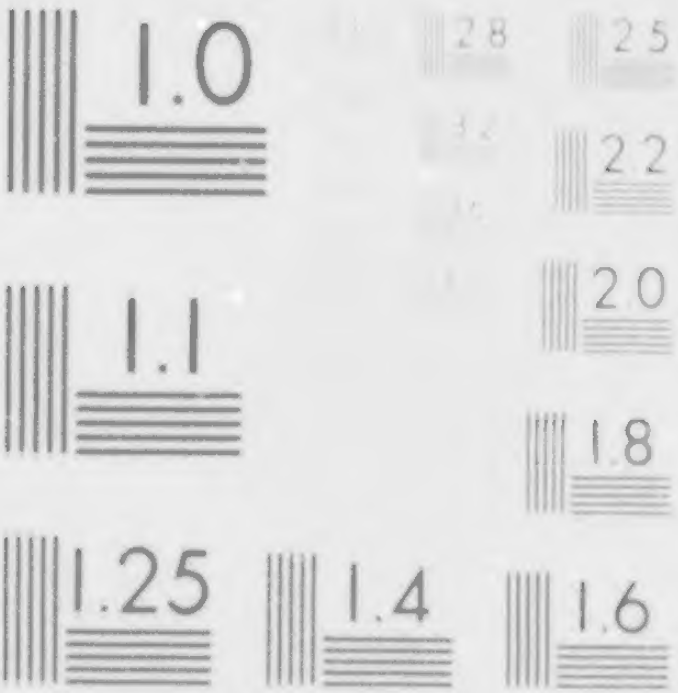
3. ON THE QUEBEC SIDE

The City of Hull and the other municipalities on the north side of the Ottawa River with a combined population of 109,945, although part of the National Capital Commission Planning Area, are not included in this study in any detail because of the language and cultural differences of the majority of the two populations and the fact that cultural and educational contacts are as yet very limited. Between OPL and La Bibliothèque Municipale de Hull, or between The Eastern Ontario Regional Library System and La Bibliothèque Centrale de Prêt de L'Outaouais, we found little mutual impact. Few residents of one community are using the library of the other (there were only 482 non-resident cards issued in 1972 by OPL) and there are no regular staff contacts. However, it is our opinion that the two urban library systems and the two regional systems should at least meet together, keep each other informed and, where practical, coordinate their efforts and resources to maximize access to library services for the 602,510 people in the Ottawa-Hull Metropolitan Area. In addition, the Federal Government has stepped up its efforts to relocate some government departments north of the river and generally to integrate the Hull area more closely with the overall planning for the capital district. Public library services on both sides of the river should reflect this trend as well.

It is recommended that the library systems of Hull and Ottawa co-operate more fully with each other in the future by means of an interchange of resources via inter-library lending, a reciprocal agreement concerning membership and the establishment of a joint committee to improve communication.

4. LIBRARY PLANNING NORTH OF THE GREENBELT TO THE OTTAWA RIVER

Within the metropolitan area, as might be expected, the Townships of Nepean and Gloucester are growing rapidly and the growth of the City has slowed down as space for large private development is reduced and the central business district is enlarged by a displacement of residential neighbourhoods. Although we could not find recent figures, the trend established from 1956 to 1969 will likely continue according to the Planning Department of the Municipality of Ottawa-Carleton.

Annual Rate of Population Growth:	'56-'61	'61-'66	'66-'69
Ottawa	3.8%	1.89%	1.27%
Nepean	15.79%	16.95%	7.3%
Gloucester	6.21%	3.65%	10.17%

1.0
2.8
2.5
2.2
1.1
2.0
1.8
1.25
1.4
1.6

The long-range forecast predicts an Ottawa-Carleton population of 1,000,000. Inside the Greenbelt, the eventual population will be 630,000. The 12,315 acres of vacant land will largely be developed and housing density in residential areas will be considerably higher. In 1971 there were 122,000 housing units inside the Greenbelt. Of these, 53,000 or 43.4% were medium or high density. When the population has reached 630,000 it is predicted that there will be 235,000 housing units and 157,000 or 67% of these will be medium and high density. This large increase in attached houses and apartments with an accompanying shift of higher density from the central area to the present suburbs of Ottawa and the urbanized areas of Nepean and Gloucester inside the Greenbelt will greatly affect the size, location and function of public libraries.

If we restrict our predictions to the present boundaries of the City of Ottawa, the ultimate population is predicted to be 488,400 to 563,000 by the Planning Department of the City of Ottawa and from 409,700 to 493,560 by the Regional Planning Department. For the purposes of this study, we will accept the figures of the Ottawa Planning Department.

Given the continuing existence of tight controls over private development within the Greenbelt, the gradual increase in population density within the City of Ottawa and the further urbanization of those portions of Nepean and Gloucester inside the Greenbelt and bordering on the City, it is most important for the three authorities concerned with libraries within this area to plan the locations of branches and the extent and variety of services jointly. To do otherwise will ultimately lead to costly overlapping of service areas and a waste of public funds. In addition, it is important to standardize rules and regulations as far as possible and arrange for free access to all library services for anyone working, living or attending an educational institution within the three municipalities.

It is recommended that the Public Library Boards of Gloucester, Nepean and Ottawa keep each other informed of any decisions taken which might affect another Board and that they meet regularly to plan jointly and in detail library services in the area inside the National Capital Commission Greenbelt.

Since this area is a sub-region of the Eastern Ontario library region such joint planning might be sponsored by the EOLS Board and staff.

The area in which the projected 630,000 people will live is, and will be, a difficult area in which to plan a coordinated library system. There are two levels of municipal government in each municipality, the regional and the local, with split responsibilities for roads and

transportation for instance. The provincial government also makes planning decisions which affect land use, highways and educational programmes. The federal presence in Ottawa not only exercises a powerful economic influence but also affects the educational and cultural needs of a majority of its citizens. The National Capital Commission is, in a way, a third level of municipal government which also affects land use, directs development and manages parkways, federal driveways, the location of federal buildings and generally is responsible for the environment of the national capital and all federal employees.

In planning a public library system in such an area, the following factors should be studied:

a. The location of present and future parkways, driveways, bridges, throughways and arterial roads with particular attention being given to access routes to such facilites.

b. The plans for rapid transit and other modes of public transport as well as the present routes used.

c. The educational level, economic level and occupations of people in any area to be served. The number of children per household is also important.

d. The ethnic or language background of the population to be served. The rate of growth of such groups and their location.

e. The characteristics of housing in the area; the proportion of single to multiple units and number of rooming houses.

f. The location and size of schools, churches, day-care centres, community centres and other public or community service institutions now and in the future.

g. The location, planned location and size of industrial, commercial and retail areas.

h. The present and planned location of parks and other protected open space.

i. The present and planned location of federal buildings, installations and reserves.

j. The present and zoned locations for new housing developments.

In order to obtain reliable and up-to-date information, a close and continuing liaison with the Planning Departments which have jurisdiction in the area should be maintained and on occasion studies should be undertaken by them at the request of the Library Boards.

In this study, there was not enough time to collect the data and

analyze all the above factors in detail. However, in considering the efficiency of the present branches and in offering suggestions for the future we were aware of and considered in a general way most of them.

5. THE CHANGING ROLE OF THE PUBLIC LIBRARY

In reading through the annual reports of the Ottawa Public Library for the past 10 years, a recurring theme has been the increase in use of the reference services, particularly by students. Stress has also been placed on the need for more facilities and resources to meet the challenge of not only an increasing population but a changing one. The growth of interest in technology and science as subjects and in a wider variety of services was a recurring theme as well as the increase in borrowing from the branches for home use. Another important development for OPL has been the effect of regionalization and greater inter-dependence between various types of libraries. On the negative side, the OPL system experienced a drop in use by children as school libraries developed. At the same time it became increasingly difficult to replace worn out and obsolete books while striving, in the face of increased costs, for increases in materials and staff.

These developments and difficulties are not unique to library service in Ottawa. Economic, technical and sociological changes since 1945 have forced public libraries all across Canada to re-examine their goals and objectives. The basic goal of providing equal service to everyone has long been cherished but has never been realized and will have less chance of realization in the future. The generalized and traditional objectives of educational institutions can no longer accommodate the demand for revolutionary change in traditional authority and a growing diversity of needs. Priorities in education have changed. There is now more specialization and a greater emphasis on minority needs, academic programmes are more flexible and the role of the book is less important.

In our assessment of the challenges facing society, there are five which particularly affect public library systems:

a. The expansion in volume and rate of acquisition of knowledge. Our store of knowledge is doubling every decade.

b. The growth of new technologies for producing and presenting information in new forms.

c. The demand for basic changes in traditional authority and status relationships.

d. The shift of focus from the middle class to the less advantaged segments of society.

e. The weakening of attachment to place or an identifiable community and the greater attachment to the group.

The implications for public library operations can be summarized as new goals and objectives:

a. Since it is now impossible for the largest library to acquire, organize and access the knowledge circulated in even one or two languages, a selection must be made and cooperation between all libraries becomes imperative.

b. Any mechanical technique which will speed the flow of information to users must be considered and incorporated if cost-benefits are proven. The passive storehouse concept of a collection of hard-cover books is suitable only for historical archives.

c. The public library, as an initiator and catalyst with community groups and institutions, can assist individuals to bring about change in an orderly manner and adapt to it.

d. The unorganized, poor or displaced, as well as those who are cut off from information by language or cultural differences, can be motivated and assisted by public library programmes and services directed toward them.

e. Understanding of the complex operations of government, science and business, for the student, the academic and the worker through a clear arrangement of information can be a vital service to a changing society.

f. Specialized collections and services tailored to heterogeneous urban groups rather than generalized standard patterns of service for all are essential.

It is apparent that such responsibilities can no longer be borne only by librarians. Managers, technicians, subject specialists, community workers and public relations experts, among others, will be required. Goals and objectives will have to be continually examined and budgets and accounting methods based on current programmes will be needed to obtain funds in competition with other educational and social agencies. It will no longer be good enough to reiterate the basic importance of public libraries nor will it be possible to produce rising circulation figures when seeking greater support from the community and its representatives.

6. A NEW ROLE FOR PUBLIC LIBRARY BRANCHES

When the Boston Public Library established its first branch library in 1872, one of the first in North America, it was set up as a miniature of the main library. From then until about 1950 when a

third level of service, the urban regional branch, was introduced, the thousands of branches opened in the U.S.A., Great Britain and Canada repeated this basic pattern. The seven branches of the Ottawa Public Library are basically miniature main libraries with a common rationale, a standard book selection policy, personnel policy and procedures offering similar public services. Authority and budgets are centralized. The Carlingwood Branch, the first attempt at regionalization, has some independence in book selection and is the largest and most diverse in terms of collection and services. This has occurred partly in response to community differences and partly because of the greater possibilities of a larger building. In other branches differences in community programming are beginning to appear.

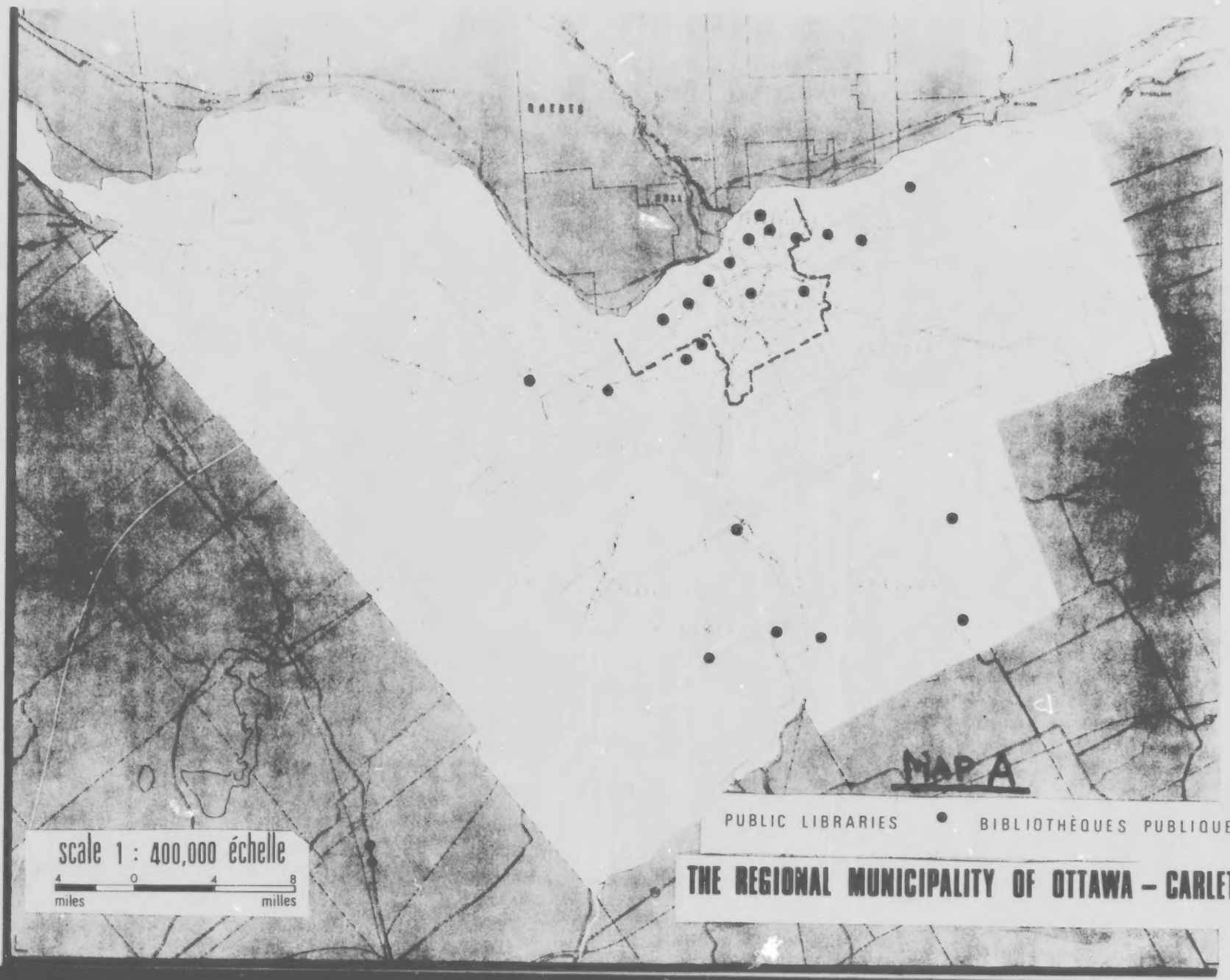
If the foregoing new goals and objectives of the public library are acceptable, a new role for the branch library follows. This new role allows more independence and less central direction in detail so that differences in the areas served can be translated from branch to branch into differing collections, personnel, programmes and facilities and so that any one branch may respond more quickly to changing community needs. The worth of a branch library will, in the future, be judged by the public more on its ability to respond quickly to community needs and efficiently obtain material requested and less on its ability to provide services or materials similar to all other branches. To reflect service area differences the branch programmes must be integrated with the current goals of the community and its diverse groups and institutions. In our opinion, each branch staff has a continuing responsibility to study its constituency, observe its differences, identify with local problems and aspirations and encourage community leaders to make their needs for library services known.

The fact that 20.6% of the population of Ottawa is now French-speaking adds another dimension to the problem of providing library service in the capital. It is obvious that materials in both languages must be available as well as facilities for language learning. The public library in Ottawa has the added opportunity of encouraging communication between the two major language groups. In addition, the branch libraries, rooted in their communities, can aid understanding of the two cultures and the two languages by providing a meeting place, organizing programmes and exhibits which can unify the communities and neighbourhoods without weakening the cultural differences. The right combination of French and English collections, a bilingual staff and services geared to the pursuit of this objective should vary from branch to branch and area to area. Many of the opportunities mentioned above have been seized by the Ottawa Public Library Board and staff.

The present bilingual and bicultural programmes are unique among Canadian public libraries. Great efforts have been made to ensure that library services are available equally to the two principal

language groups. Any criticisms we might make in this area are based on an appreciation of the present programmes and are offered as improvements to the already high standard of bilingual and bicultural services offered.

In this study we can only sketch in the differing constituencies of each branch and indicate where future study might take place. In doing so, however, we hope that something of the pluralistic nature and unique diversity of Ottawa's neighbourhoods will become apparent and will justify our recommendation of a more decentralized library system in the future.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PART II

A REVIEW OF THE OTTAWA PUBLIC LIBRARY

1. THE DEVELOPMENT OF THE OPL SYSTEM TO 1972 - A SUMMARY

The development of the Ottawa Public Library began when the central library was opened in 1906. The cost of the building, $200,000, was shared equally by the Carnegie Foundation and the City of Ottawa. By 1956 the building was very overcrowded and a 16,000 square foot addition was opened to house the Boys and Girls, Young Adults and Audio-Visual Collections and services.

The New Edinburgh Branch was the first extension agency. Opened in 1910, it was closed only in 1967 and replaced for a time by bookmobile service. The West Branch, also built with the aid of a Carnegie grant, began service in 1918 and has continued in operation with little alteration since then. As the city grew and changed more branches were added. In 1934 the Rideau Branch opened, in 1951 South Branch, in 1959 Carlingwood became the first branch to operate in a shopping plaza, Hampton Park, in 1961, was the second and Elmvale Acres, in 1963, the third. In 1962 a new building was opened for service in north-east Ottawa, the St. Laurent Branch. The rented space housing the Carlingwood Plaza Branch was replaced by a large new building in 1966 and in 1969 Elmvale Acres was doubled in size to 3,500 square feet.

The last ten year period has perhaps seen the greatest change in the OPL system, its services, its organization, facilities and financial support.

In 1962 the main library was redecorated, the necessary but rather unrewarding task of changing the classification scheme from Cutter to Dewey was begun in 1964 and by 1973 this project had not been completed. 1964 saw the beginning of what is now a substantial foreign language collection. In 1966 a large print book collection was inaugurated for the sight-impaired, photocharging was extended to cover all branches and bookmobiles and Italian children's books were added.

In 1965 the Eastern Ontario Library System was established with the Ottawa Public Library as the most important resource centre. The establishment of the Regional forced all libraries in the ten counties to look outward, share resources and attempt to coordinate their services. The impact on the OPL system has been great. While receiving regional grants for building up its resources and benefitting from contacts with the other library systems in the region, OPL has been obligated to share its own resources and expertise with the smaller libraries from Cornwall to Pembroke. This broadening in outlook and coordination of programmes has been assisted by the fact that the Director of OPL has, since the founding of EOLS, been its Director

as well, and the Regional headquarters have been housed in the OPL main building. By 1967 the activities of the Regional system had resulted in a sharp increase in inter-library lending of both books and 16 mm films. The burden of this extra service inevitably fell on the resources of the OPL. In 1972, 8,574 requests for books were handled by the ILL service. Beginning in 1971 direct service to schools was phased out as school libraries continued to improve. At the same time the focus of the bookmobile service was shifted from schools to stops which would attract greater adult use, and senior citizens and shut-ins were given more attention. In 1972 students from grade 6 up were allowed free use of the adult collections, all library users were permitted to borrow up to 6 books at a time and any book may now be returned to any outlet of the OPL system.

Responding to a national trend toward the coordination of library services and easier public access, the OPL system and the public libraries of Nepean, Cornwall, Brockville and Pembroke have accepted the principle of interchangeable memberships and hope that in the future this policy will be adopted by the library authorities in Eastern Ontario. In our view this objective, once attained, would prepare the way for closer integration of services over an even wider area thus carrying forward a trend begun when free library service was first established.

An important step, one which will not only greatly improve service to the public but alter the pattern of service throughout the City and the Ottawa-Carleton Region, was taken in 1971 when commitment was made to build a new main library. In September all central departments and services moved to temporary quarters in the former office building of the Ottawa Journal, the old main library was demolished and a new building begun on the same site. Due to open early in 1974 this new facility will, in its first stage, have a capacity for 250,000 volumes, an area of 80,000 square feet on 3 1/2 floors, public parking garage underneath and will cost $4,750,000.

In its role as a regional resource centre and the central library/ administration centre for a community of 300,000 people the new building appears to be barely large enough. However the commercial tower to be built over the library will provide the possibility for future expansion.

2. THE GROWTH OF THE COLLECTIONS AND THEIR USE

An analysis of statistics for the whole system for the years 1962 to 1972 offers a picture of the efforts of the OPL Board to extend service to a growing and changing population, to meet a continuous public demand for more service in greater variety and at the same time meet the financial problems raised by an inflationary spiral in the costs of staff, materials and services.

Total expenditures during this period increased $1,190,638.00 or 197% while expenditures on salaries jumped 212.5% and on library materials 177.5%. At the same time the amount spent on salaries as a percentage of total expenditures only increased 3.5% from 68.0% to 71.5% and the amount spent on library materials as a percentage of total expenditures dropped from 13.9% to 13%. The population of Ottawa increased from 268,374 to 302,000 or 12.7% and per capita expenditure increased from $2.25 to $5.93 or 164%.

In 1962 the book collection stood at 343,925. In 1972 it had reached 451,314, a net increase of 107,389 or 31.2%. Significantly, however, and in spite of an increase of $146,000 in the annual expenditure for library materials (1962 - $83,000, 1972 - $229,000) the number of books catalogued during this 11 year period has varied annually from 27,000 to 40,000. In 1962 it was 32, 470 and in 1972, 40, 619. Expenditures on non-profit materials and the increase in book prices have absorbed most of the extra funds obtained by the Board for building up the collection.

When one compares these figures to the performance indicators of circulation (one of the measures of staff work load) and the number of books available (see TABLE B), we find that circulation per capita has changed little from 5.2 to 5.8* and books per capita even less from 1.3 to 1.5. In spite of large increases in public support from the City and the Province, borrowing by the individual Ottawa resident has increased only marginally and the number of books available for use has only risen two-tenths of a volume per person in 10 years. Perhaps these two facts are closely related. Many studies have indicated that 1.5 books per capita is too low to offer a wide enough choice especially in an age of increasingly complex technology, individual specialization and in a bilingual society such as Ottawa. The standard to be reached for is a minimum of 2 books per capita. The restriction of choice may account for the small growth of book borrowing for home use. This hypothesis is supported somewhat by the large increases shown in the use of non-book materials matching the rapid growth of the record and film collections. However, in the case of the main library the actual decrease in circulation** is undoubtedly due to additional factors such as the overcrowding and inconveniences of the old building, the dislocation of service caused by the move to temporary quarters in 1971, an improvement in school, university and college libraries or an improvement in the collections of and access to governmental and special libraries. When the new main library is opened, more space and better facilities for service will be available. The collections will be organized more conveniently. A great increase in use is predictable but the forms this use will take and which services will receive the most use is something which cannot be predicted.

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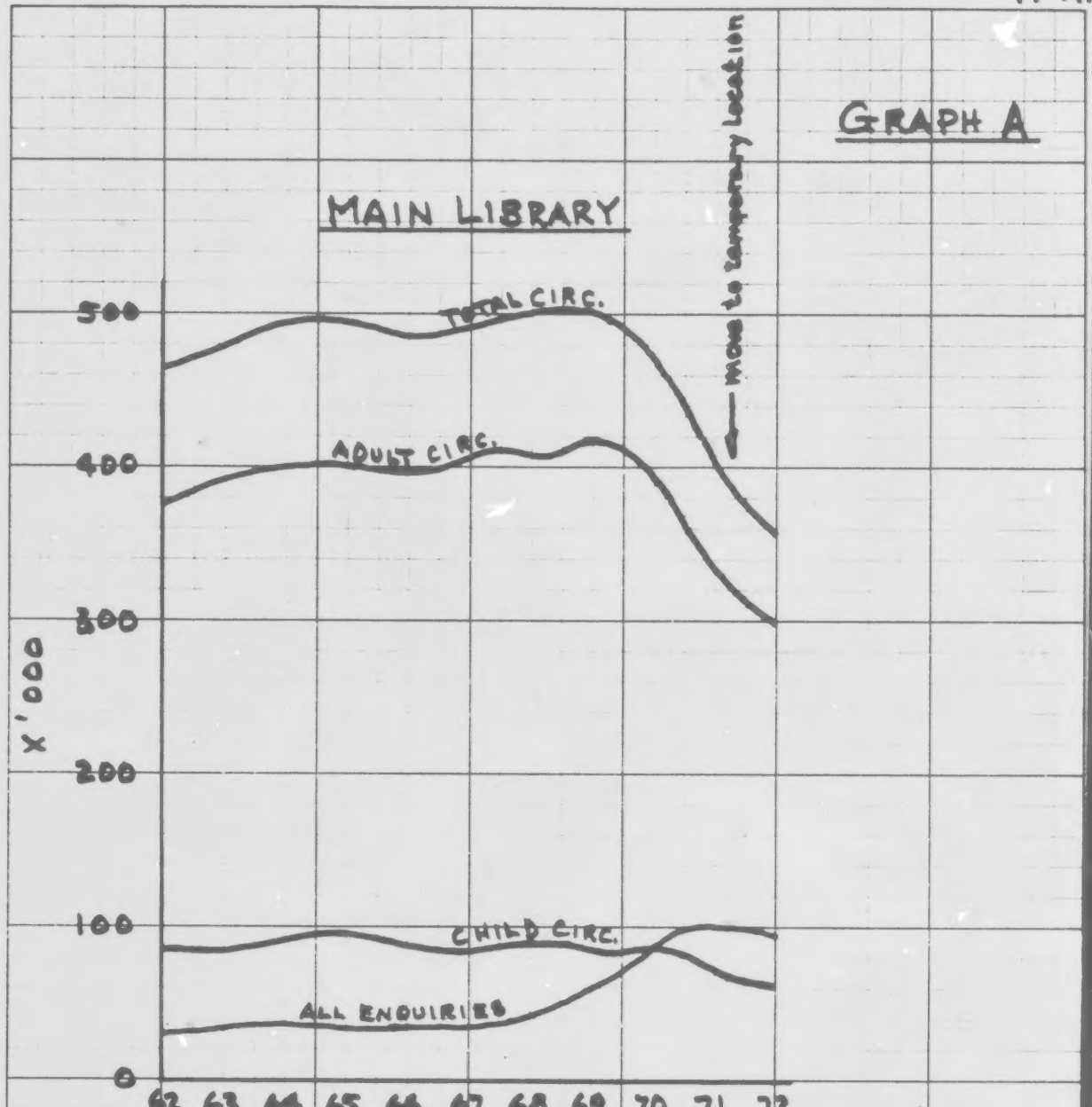
* 5.9 if one uses the lower population figure of 291,000.

** See the Graph of Circulation - Main Library, 1962-1972.

Factors influencing the use of the main library also influence, but to a lesser extent, the use of the branches. The improvement of school libraries is undoubtedly an important determinant of branch use. However, much more information is needed on the question of school libraries and their impact on public libraries before any generalization can be made which will be useful in future development policy.

The OPL system has grown rapidly and not without some strain on the organization. In our review of this growth, particularly in the last 10 years, two major comments can be made. Firstly, the resources available in the two major languages are not large enough and are showing signs of wear. Secondly, and this is a common fault of library development in Canada, the administration and the Board have reacted to, rather than planned for, changing and additional needs for library service.

GRAPH A



CIRCULATION 1962-1972
& REFERENCE INQUIRIES '62-'72

KEUFFEL & ESSER CO. 5 X 5 TO THE INCH 46 0410

TABLE B

Ottawa Public Library: Circulation, Reference Use and Collections, 1962-1972

Year	Total Circ.[1]	Books		Non-book Circ.	Circ. Per Cap.	Reference Inquiries	Book Collection	Books Per Cap.
		Adult Circ.	Juv. Circ.					
1962	1,406,241	859,892	511,640	17,533	5.2	31,904	343,925	1.3
1963	1,539,553	929,047	571,143	20,815	5.6	34,225	358,247	1.3
1964	1,615,664	968,232	606,841	20,378	5.8	36,938	368,751	1.3
1965	1,587,906	958,848	588,514	20,950	5.6	36,403	378,648	1.3
1966	1,630,686	979,085	610,414	19,507	5.7	36,255	401,516	1.4
1967	1,766,035	1,014,743	708,041	20,374	6.1	36,808	410,434	1.4
1968	1,854,695	1,071,342	756,609	26,744	6.2	42,370	420,662	1.4
1969	1,904,965	1,111,449	758,229	35,287	6.4	40,464	429,855	1.4
1970	1,856,468	1,091,085	732,066	33,367	6.4	130,273[2]	433,533	1.5
1971	1,705,446	1,052,500	623,118	29,928	5.6	121,601[2]	436,772	1.4
1972	1,765,337	1,114,494	613,408	37,435	5.8	115,628[2]	451,314	1.5

1 Includes periodicals circulated
2 Readers' advisory questions included

TABLE C

Ottawa Public Library: Expenditures 1962-1972

Year	Total Expenditure[1]	Salaries % of Total	Lib. Mat. % of Total	Exp. Per Cap.	Population
1962	$ 603,922	68.0	13.9	$ 2.25	268,374
1963	669,830	65.9	13.9	2.42	276,769
1964	722,641	67.3	14.3	2.58	280,563
1965	793,011	66.9	15.6	2.79	284,480
1966	977,958	62.3	14.2	3.39	288,377
1967	1,062,837	71.1	12.4	3.67	289,414
1968	1,194,718	71.0	11.3	4.00	298,740
1969	1,320,161	72.4	11.13	4.40	299,466
1970[2]	1,446,480	72.8	11.1	4.9.	290,641
1971	1,592,188	72.0	11.3	5.27	302,341[3]
1972	1,794,560	71.5	13.0	5.93	302,341[4]

1 From annual reports. Includes surpluses or deficits.
2 No annual report. Figures for 1970 based on statistics issued by Provincial Library Service. Ministry of Colleges and Universities.
3 Census of Canada, 1971.
4 The 1972 population is not known exactly. The Census figure for 1971 is used by the Ottawa Planning Dept.

3. BRANCH LOCATIONS AND THEIR SERVICE AREAS

Branch libraries are supposed to serve a fairly well-defined local community or a group of neighbourhoods and are sited so that the service area of one branch does not overlap with that of its neighbours and so that all built-up and stable areas of the city have convenient access to them. In growing and changing communities permanent branch locations must be planned cautiously. Redevelopment, a shift in the commercial-retail centre, the construction of a throughway, an influx of industry or other changes of land use can drastically affect the use of libraries and other public services.

The City of Ottawa during the last 15 years has undergone all the usual difficulties of a rapidly expanding metropolis with the addition of special problems linked to its special status as a capital city, to its large minority of French speaking citizens and to an urban environment complicated by large groups of government buildings, 26 miles of broadly landscaped N.C.C. parkways, multi-lane throughways and reserves of undeveloped federal land.

In order to find out if the present branches cover the city adequately we plotted on a street map the home address of every 25th adult borrower by examining the microfilm records the first week of October 1972, of February 1973 and of June 1973 for each branch*. The cluster of locations thus plotted around each branch gave an indication of the area being served during three representative periods of the year. A line then was drawn around each branch enclosing the majority of the plotted locations, excluding isolated single locations and addresses furthest from the majority of users. (It should be noted that the size of the principal service area bears no relationship to the use of a branch.)

The contours shown on Map B, then, represent the Principal Service Area of each branch.

a. General Observations

i. Elmvale Acres, West, Hampton Park and Carlingwood have well-defined principal service areas. South, Rideau and St. Laurent are serving separated and isolated pockets of residents in addition to their immediate vicinities.

ii. The service area of Hampton Park is overlapped by both West and Carlingwood, Elmvale Acres overlaps with the South Branch service area in Alta Vista and St. Laurent serves a neighbourhood south of Rockcliffe that is also served by the Rideau Branch.

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* The only exception was for Carlingwood. The October '72 microfilm record was unreadable. The record of the last week in September '72 was used.

iii. Borrowers living outside the City of Ottawa were plotted if their addresses could be found on our map. Generally there were few except east of the City boundary where about one-third of the borrowers in our sample using the St. Laurent Branch lived in Gloucester Township (Beacon Hill North, Rothwell Heights, Carson Grove and Beacon Hill South). To the south or west there is, for all practical purposes, no overlap of service with Nepean Township. However it would be interesting to plot the home addresses of users of the new Nepean branch on Merivale Road to find out how many residents of Ottawa are drawn to this location from the southern suburbs of the City.

iv. Surprisingly the Queensway does not appear to be a barrier to service. The Hampton Park, West, Carlingwood and to a small extent the South Branches have users on either side of this fast multi-lane highway. Industrial areas, railway rights-of-way, rivers, open spaces, municipal boundaries and transit routes appear to have more influence on the patterns of the service areas than do the main auto traffic arteries.

v. Where the bookmobile stops in school yards very few adults use the service. This fact is confirmed on the map of Principal Service Areas. The school stops shown have no effect on any of the branch patterns. However, in the case of stops available to families and adults, e.g. Fielding Drive, Heron Gate, Bellevue Manor, Morrison Gardens, Foster Farm and Summerhill, the effect on the nearest branch can be seen quite distinctively in a distortion of the principal service area. Rideau View Shopping Centre stop, served by the vehicle from 1.00 p.m. to 8.00 p.m., although new in 1973, is not in competition with any of the branches. We would be most surprised if this location does not prove to be one of the most successful. All conditions for the best use of a bookmobile seem to be present.

b. Observations by Branch

i. Carlingwood - Serving the largest area, the users are spread evenly from the western city boundary almost to Hampton Park and from the southern city boundary almost to the river. There is no particular concentration close to the branch. This pattern is probably due to the fact that the branch is adjacent to a large regional plaza. Experience in other cities has indicated that branch service areas increase in size directly in proportion to the size of the shopping centre in which they are located. Users of regional plazas tend to drive further to shop but visit the plaza less frequently. Use of public libraries situated in such centres reflects this tendency.

The large new Bayshore Shopping Centre just outside the western boundary is larger than Carlingwood in terms of square footage of retail space and is almost certain to have an effect on the use of Carlingwood and, as a consequence, on the branch library. There is a Nepean Township Public Library bookmobile stop in the centre all day Saturday but no branch is planned for it at the present time.

Carlingwood is not serving, to any extent, the new developments along the Ottawa River, including Britannia Bay and Woodroffe. Other areas not well served by either Carlingwood or Hampton Park are Westboro north of Richmond Road and the area around Champlain School.

ii. Elmvale Acres - The service area pattern of this branch is quite straightforward. The most heavily served neighbourhoods are Hawthorne Meadows, Urbandale and Elmvale Acres. Riverview is also fairly well served. Rather unexpectedly Rideau Park and Faircrest north of Pleasant Park Road and south of Smyth Road is in the principal service area of the Elmvale Branch.

iii. Hampton Park - The pattern of the principal service area is most eccentric for Hampton Park. On the east the residents of Hampton Park neighbourhood and the area around the Civic Hospital patronize both Hampton Park and the West Branches. The people of Laurentian View to the north-west also use the Carlingwood Branch. On the otherhand a surprising number of users live in Carlington south of the complex highway interchange between the Queensway and Carling Avenue.

iv. Rideau - The most important conclusion to be gathered from the service pattern is that Rideau Branch, with its strategic location astride Lower Town East and Sandy Hill, is serving Sandy Hill very well but is having little impact on Lower Town East. Across the Rideau to the east and over St. Patrick Street bridge, part of New Edinburgh is within the orbit of Rideau and Lindenlea is served by both Rideau and St. Laurent. A few people in Rockcliffe Park south of Mariposa Road also use the Rideau Branch. Since there is no charge for using the OPL branches, it is unusual that no more than a sprinkling of residents of Vanier and Rockcliffe Park use the St. Laurent or Rideau Branches.

v. St. Laurent - The users of St. Laurent are scattered. About one-third live in Rothwell Heights and Beacon Hill North and in Carson Grove north of Ogilvie Road, all outside the city boundary in Gloucester. There is a large concentration of users in Major Park, a Canadian Forces PMQ near Rockcliffe airport, a few in Lindenlea and a scattered number in Vanier. The area around the branch in which most patrons live extends from Lola to the Eastern N.C.C. Parkway and from Coventry Road north to Montreal Road taking in the eastern one-third of Vanier. The Overbrook area south of the Vanier boundary has few users of the St. Laurent Branch.

vi. South - South serves the Glebe south of the Queensway, Ottawa South and Rideau Gardens south of the Rideau Canal. Ridgemont and the southern half of Alta Vista are also within the service area of South Branch. Heron Park or Ellwood residents are not yet using any branch in large numbers and Ottawa East on either side of Main Street do not seem to patronize the South Branch. North of the Queensway west of the Canal and east of Bronson - the central area of Ottawa - the residents probably patronize the main library. None of the branches have a significant number of members in that area.

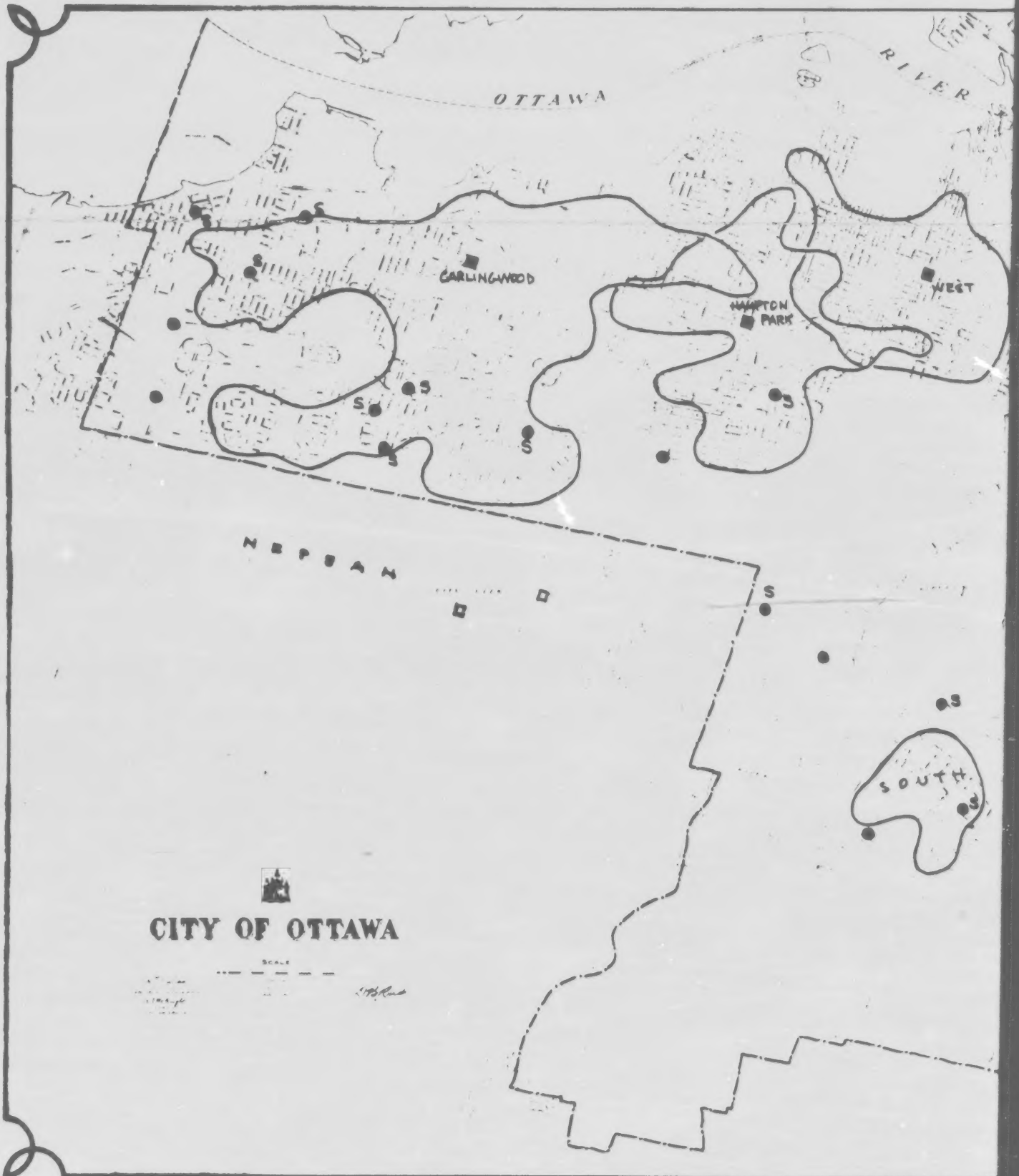
vii. West - As could be expected, West Branch takes good care of the area between the CPR tracks and Island Park Drive in the west and from Carling in the south to Scott Street in the north. There is an overlap with the Hampton Park Branch on the western edge of the service area and around the Civic Hospital south of the Queensway. West Branch, however, is drawing very few patrons from the residential areas immediately east and west of Tunney's Pasture.

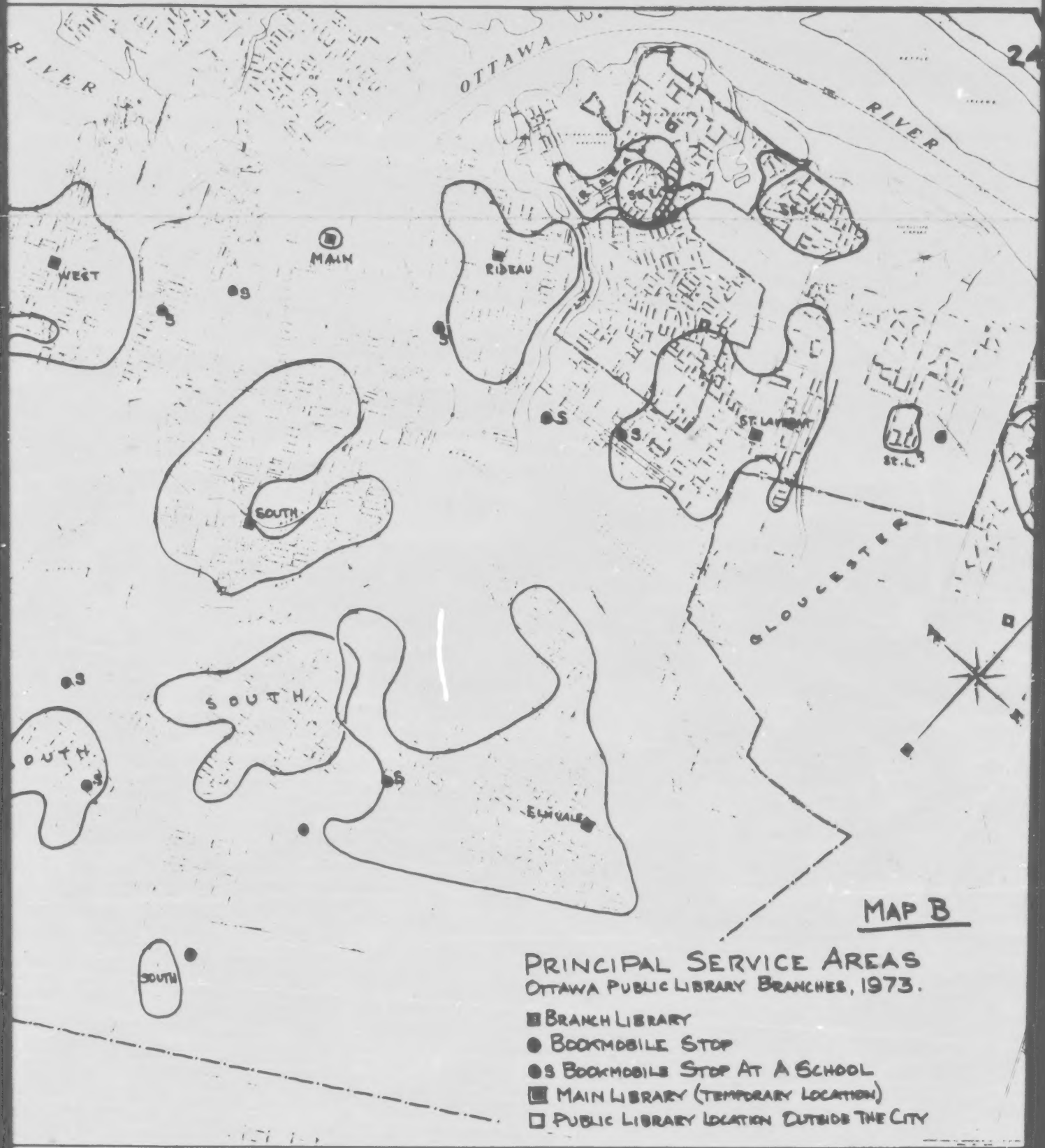
4. A REVIEW OF INDIVIDUAL BRANCHES WITH RECOMMENDATIONS

a. Carlingwood

The Carlingwood Branch is the largest and was built as the first "regional" unit. Sited on the north-west corner of a large regional shopping centre and across from the Woodroffe Park elementary school, the branch is busy and well used by a public which travels comparatively long distances by car to shop and use the library facilities (see service area diagram). There are apartment developments in the area and two main east-west arteries -- Richmond Road and Carling Avenue in addition to the Queensway. Carling is somewhat of a barrier to pedestrians; making access to the library difficult for shoppers from the Fairlawn Shopping Centre on the south side of Carling. Parking for the majority who arrive by car is excellent if use is made of the space provided by the plaza. The building is open 62 hours per week (57 in the summer).

The 13,500 square feet of floor space is divided between two floors and a mezzanine on four sides of the building overlooking the ground floor. This architectural arrangement creates problems of service and requires a greater number of staff members for supervision. There is one meeting room seating up to 60 persons which can be divided into 2 parts for smaller groups. There are 62 study places on the mezzanine along with the reference collection distributed around the four sides of the mezzanine. The staff reports difficulties with the control of the various access points to the mezzanine and since several service points cannot be provided around the perimeter there is a tendency to concentrate


OTTAWA
RIVER
CARLINGWOOD
HAMPTON PARK
WEST
NEPEAN
SOUTH
CITY OF OTTAWA
SCALE



MAP B

PRINCIPAL SERVICE AREAS
OTTAWA PUBLIC LIBRARY BRANCHES, 1973.

- ■ BRANCH LIBRARY
- ● BOOKMOBILE STOP
- ●S BOOKMOBILE STOP AT A SCHOOL
- ▣ MAIN LIBRARY (TEMPORARY LOCATION)
- □ PUBLIC LIBRARY LOCATION OUTSIDE THE CITY

the collection and services on one side near the most used stairway. This results in weak use of the other areas of the mezzanine. At the moment this difficulty can only be relieved with sufficient staff during peak use time.

It is recommended that there be at least one reference librarian and one library technician present on the mezzanine all day Saturday, from 3:30 p.m. to 6:00 p.m., and every evening during the week. Also it is recommended that the Board consider building a half-floor above the west end of the ground floor so that a collection (not necessarily reference) might be concentrated in this space for better service and supervision.

A book lift serving the three floors also would be useful and would save staff time.

The collection of 53,798* books is divided as follows:

French	30%
English	70%
Reference	4%
Children's	27%
Adult Non-fiction	60% of total adult collection

The CLA standards of 1969 recommends:

Reference	10%
Children's	25% - 30%
Adult Non-fiction	70% - 80% of total adult collection**

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* Staff count August, 1973.

** These standards are used as a base for all branches but they have not been restated in the text to follow.

Considering the regional role of the Carlingwood Branch it is recommended that the reference collection of Carlingwood be increased to the CLA standard or a total ranging from 5,000 - 6,000 volumes plus 200 periodicals by the addition of mostly English language works.

The present reference collection stands at 2,422 volumes. The children's collection is at the recommended level but the non-fiction proportion of the adult collection should be increased by 10% or 15% with the addition of more English language books. In 1972 the net increase in the total book stock was 5,935 or 11%.

The circulation of the branch has probably reached a peak and will level off with a further decline in borrowing by boys and girls and a small annual increase in adult use.* Reference use, however, can be expected to increase. Presently the number of questions requiring staff time is estimated to be about 24 per open day. This is not a heavy load for a branch of this size but the increase in number and complexity that can be expected will warrant the peak-period increase in staff time recommended previously and the concentration of the reference collection into one area if this can be arranged.

According to the Census figures about 7% of the population served by Carlingwood is French-speaking and many of these patrons would use the English language materials. 6.8% of the population speaks languages other than English or French. The branch staff estimates that 2-4% of use is by French-speaking patrons.

It is recommended that the number of French language materials including periodicals be reduced by the transfer to other branches of about 7000 volumes and a collection of French material, including phonodiscs, of about 5,500 volumes, be maintained based more on the needs of the population.

Presumably an emphasis would be placed on books, recording and cassettes designed as aids to learning French as well as specializing in a lively collection of contemporary works in French for adults and a strong picture book collection for children.

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* See Graph of Circulation 1962-72

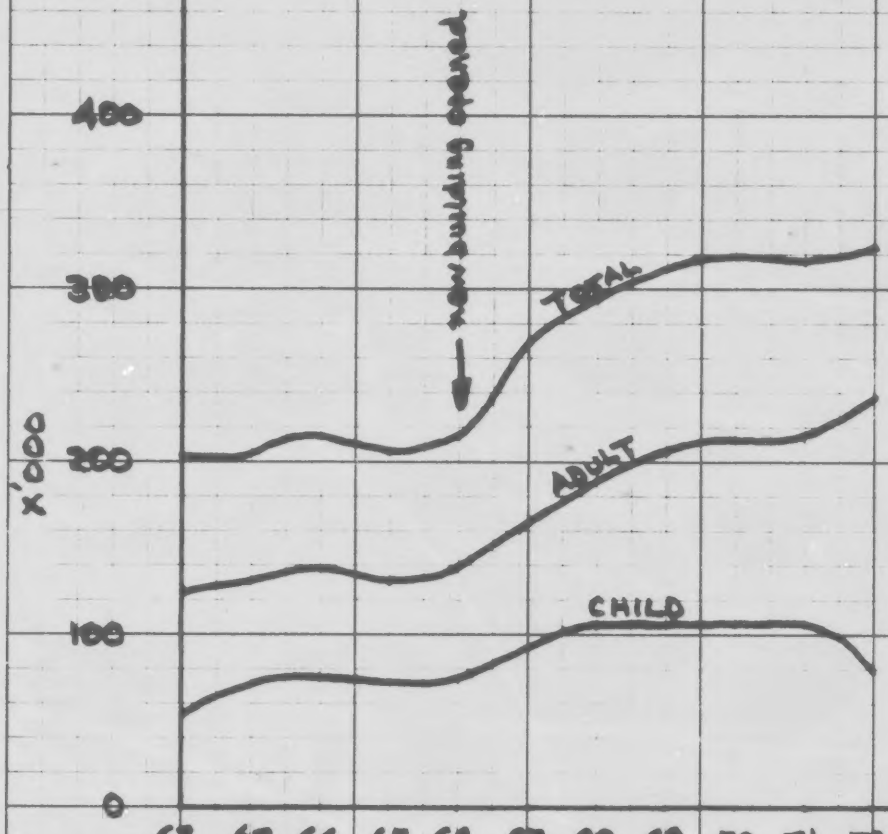
There are about 3,400 persons speaking languages other than French or English in the Carlingwood service area but no large group of any one minority predominates. If, however, an ethnic minority should express a demand for material in their language, a collection should then be added by borrowing from the central foreign literature collection.

Because of Carlingwood's status as a "regional" branch, separate book budgets have been allocated to it in the past. However, the staff feels that not enough responsibility is given to them to choose and expect to get what they feel is required to serve their patrons. In addition extension programmes and exhibits also are too closely controlled by the central office. While we feel that the administration should know the content of branch programmes and has the ultimate veto power over book orders and all phases of branch activity, we recognize the need for more branch independence particularly in the case of Carlingwood.

It is recommended that Carlingwood Branch be allowed to spend its library materials budget as the head of the branch sees fit within the general collection building policies and that a budget for public programmes and exhibits also be allotted to Carlingwood which would be the responsibility of the head of the branch and be spent within the guidelines centrally authorized for extension programmes and exhibits.

GRAPH B.

CARLINGWOOD



CIRCULATION, 1962-1972

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b. Elmvale Acres

The branch is located in two adjoining stores in the Elmvale Shopping Centre for which the Board pays about $3.75 per square foot for 3,500 square feet of space. The immediate area is predominantly single family dwellings. Canterbury and Hillcrest secondary schools are within half a mile. There is one industrial area to the east and south and new residential development is taking place to the east.

The Elmvale service area is very extensive with the second highest population of all the branches -- 43,750 people. The location is good but the branch should be larger with much greater resources. It is interesting to note that total circulation was influenced very little when the library space was doubled in 1969. The opening of the new Alta Vista Branch may reduce the population being served but any loss in that area will probably be made up by an increase in the population to the south and east and by a general increase in density. The new bookmobile stops recommended later in the report will relieve some of the pressure on this branch, enabling it to provide better service to a smaller population.

The library occupies space designated for two small shops about 93 feet in depth and 35 feet wide. The gross area is about 3,500 square feet. The workroom occupies 250 square feet. Public space for service seems cramped because of the partition dividing the area lengthwise. The shelves are too high and too crowded. The general effect of the shelving, book stock, furniture and decoration is one of some neglect and confusion.

In order to improve this situation the centre partition should be demolished, if this is structurally possible, to add flexibility to the space and to enable the workroom and staff room to be combined. A wider entrance with sliding glass panels would be an improvement and more use should be made of the mall orientation for display and promotion of the library's services. The lessor should be approached to improve the air conditioning and heating arrangements.

The reference stock, 252 volumes, is not much used except for student projects and for this purpose the reference collection seems ill-suited. For example, there is an old Larousse, a 1969 Canada Yearbook, Current Biography (index), The Index to Children's Poetry and a 1973 copy of Books in Print but few current quick reference handbooks, almanacs, etc. Obviously the branch is not suited for much reference or study use but one reference collection for combined adult and child use with current material and works suited to helping students would fill a need in the area.

The total collection including paperbacks (4,361 volumes) is 29,162 volumes. For the population served, 43,750, there should be over 100,000 volumes available. In the present space this is not possible and in any case, the new Alta Vista Branch will reduce the service

area population. However, with a rearrangement of the collection in a more flexible space, room for a larger collection could be provided.

The proportions of the collection are as follows:

Reference	.76%	
Children	48.7%	
Adult Non-Fiction	43.4%	of the total adult collection

Considering the fact that space is limited and the branch cannot hope to function as a reference or student centre in its present quarters, it is not necessary for the CLA reference collection standard to be met.

The above comments on Elmvale seem to indicate that this operation has been seen as a purely circulation library and economically this has been successful. The costs of this branch on a "per circulation" and "per capita" basis are the lowest of all the branches. However, use of the branch has not kept up to the increase in the population of the area, one of the highest growth rates of any area within the City. The total circulation did not increase after the branch was enlarged. (See the circulation graph.)

The neighbourhoods for about one mile around Elmvale are 19.3% French-speaking according to the 1971 Census tract information. The collection is 28.8% in French and the circulation use by French-speaking patrons during two weeks in July was 18.4%. The branch staff reports that 25% use by Francophones would be more usual in winter with the French-speaking children accounting for a greater percentage than the adults. The children's collection is 41.7% in French. It appears that the collections should be reapportioned between the two languages mostly by increasing the proportion of non-fiction adult books in English.

The number of readers' guidance questions answered was only 3,108 in 1972. No questions requiring extensive research were tabulated. This is not surprising considering the heavy use of the stock (about 7 circulations per volume or against 3.9 for the whole system), the weak reference collection and the high routine workload of the staff (37,546 circulation transactions per staff member, the highest of all branches). Reader's guidance should be one of the main activities of most of the staff members in a shopping centre branch such as Elmvale but the present staff seems preoccupied with housekeeping and circulation routines. More staff is needed at peak times for readers' guidance work and to assist students.

It is recommended that Elmvale Acres be completely redecorated,

carpeted and rearranged to provide a reference and study-lounge area including listening positions, a phonodisc and cassette collection, study carrels and a larger collection more logically arranged.

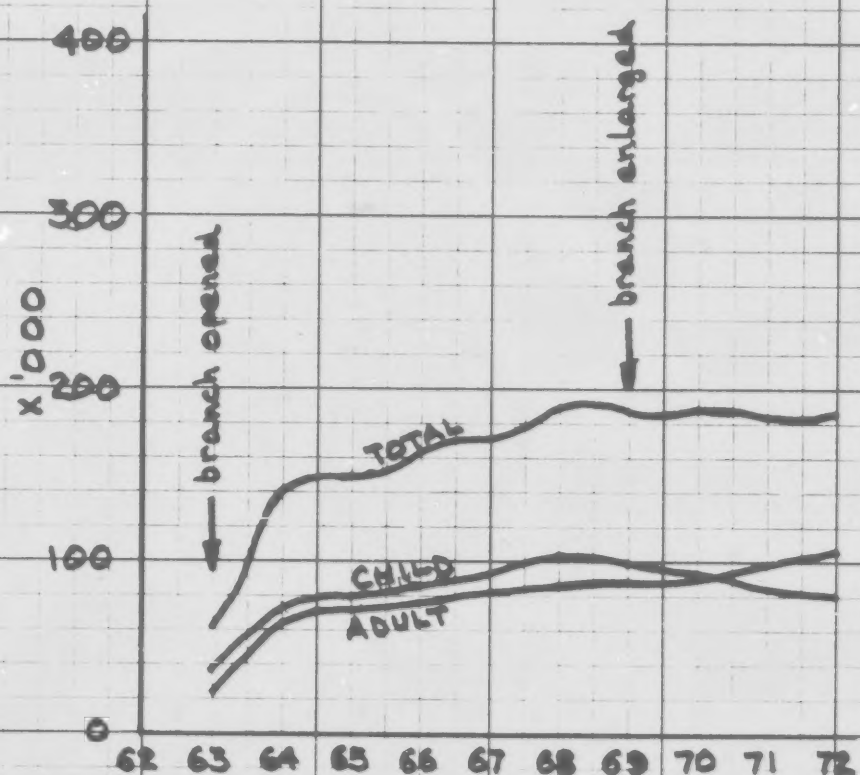
It is recommended that a combined adult and children's student reference collection of about 1,000 volumes be acquired for Elmvale Acres, that the total collection be expanded as much as the rearranged space will allow, that about 20% of the collection be in French, that the adult non-fiction collection in English be increased and that the proportion of children's books to the total collection be reduced to 30%.

It is recommended that one professional librarian be replaced by two library technicians or two university-level assistants, that two part-time staff members be added for evenings and Saturday and that there be one bilingual staff member on duty at all times.

It is recommended that the branch hours conform to the hours of the most-used and largest shops in the plaza and that the opening hour be 9:00 a.m. from Monday to Saturday.

These recommendations are designed to give the branch more than a straight circulation function and to upgrade its staff and material resources until new bookmobile stops are organized in the area and the effects of the new Alta Vista Branch are assessed. The problem with the branch at the moment can be summarized by saying that too many people have too few library materials of current interest on hand in this much used plaza and the staff has little time for anything but routine circulation work.

GRAPH C.



CIRCULATION, 1962-1972

KE 5 X 5 TO THE INCH 46 0410
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c. Hampton Park

Situated in rented quarters in the Hampton Park Plaza, this branch is the smallest, about 2,200 square feet. The rent is $502 per month or $2.74 per square foot annually. The plaza, although busy, accommodates only 15 stores on the ground floor with offices on the second. A bowling alley occupies space above the library and is very noisy in the evenings. Another and larger shopping centre, Westgate, has developed to the east across the Queensway which has had a somewhat detrimental effect on the use of Hampton Park in spite of the difficulty of crossing the Queensway. There are no secondary schools nearby and a municipal park, Island Park Drive and the Queensway approaches separate the branch somewhat from potential users to the east. There is a senior citizens' tower, Hampton Court, within walking distance to the west which is serviced directly by the staff of the branch. About 100 volumes are deposited in the building and the special needs of the occupants who are unable to reach the library are met by this personal book delivery service.

Parking on the plaza is excellent but the library is not highly visible. There is no shop front available for displays, a single door and a hallway lead to the library area. The sign above the doorway is badly in need of improvement and illumination. There are no public washrooms near the library and no air conditioning. The lighting arrangements are austere.

It is recommended that Hampton Park be redecorated and the lighting improved and that the entrance be provided with a new illuminated sign.

The area served has a preponderance of single family dwellings with less than the city-wide average of apartment dwellers. The Queensway, although enabling people to visit the plaza from greater distances, somewhat inhibits users, particularly children, living south of the Queensway from walking to the branch. As shown by the principal service area diagram, most of the patrons live quite close and mostly north of the Queensway and west of Island Park Drive. It should also be noted that almost no borrowers from north of Scott Street find it convenient to visit the branch.

The population of the area has remained almost at the same level since the 1966 Census. The French-speaking population is now 23.5% of the total with those whose mother tongue is neither French nor English at about 9% of the total with as yet not one ethnic group predominating. There is no French adult collection of books or periodicals in the branch, only a children's collection representing 20.4% of the total children's collection. Use of the branch by Francophones is reported to be slight, about 1%. Our two-week test period in July showed that the circulation of French children's books was 8.3% of the total juvenile borrowing. There are apparently few requests for French material and none of the full-time staff are bilingual. In our opinion, the lack of adult material in French may account for the lack of interest in the library on the part

of the Francophone group. Although untested, our impression is that many more French-speaking children would visit and use the library if they could accompany their parents, but their parents do not use the branch to any great extent even for English language material.

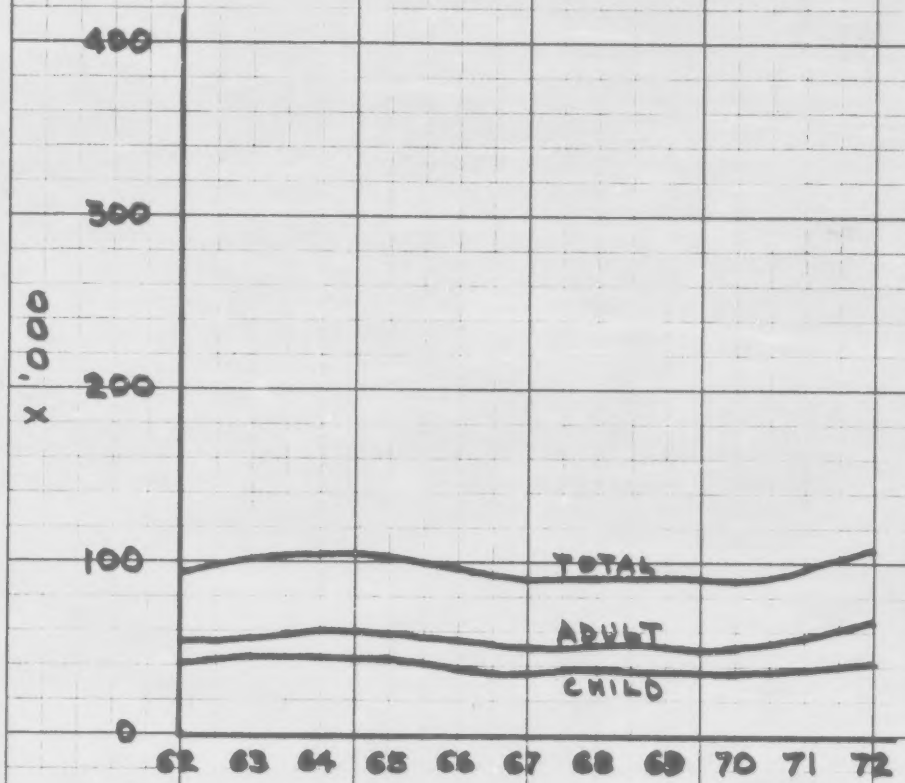
The problem with this branch is lack of space in a poor location. The Hampton Park Plaza itself has a general air of neglect. It is probably in serious competition with the bigger regional shopping centres on Merivale Road in Nepean and with the newer Westgate Centre.

Although there has been an upswing in the circulation trend during the last two years, the total figure is only very slightly higher than it was in 1964 and now stands at four circulations per capita served annually. Even though operating costs would rise, use of the branch might be improved by an increase in open hours.

Most of the service area of this branch is within the orbit of Carlingwood. The area served south of the Queensway is the only exclusive constituency of Hampton Park. Our long-term recommendation for the branch may be found in the Development Plan. In the meantime, however, it is recommended that the Hampton Park branch collection be strengthened by the addition of about 500 reference works in English and French of interest to students of all ages, by the addition of an adult French collection, more adult non-fiction in French and English and a collection of phonodiscs and tape cassettes. It is further recommended that the service programmes and collections be coordinated by the professional staff of Carlingwood and that this branch be considered part of the Carlingwood service area.

GRAPH D.

HAMPTON PARK



CIRCULATION, 1962-1972

K&E 5 X 5 TO THE INCH 46 0410
7 X 10 INCHES
KEUFFEL & ESSER CO.

d. Rideau

Constructed in 1933 and located in one of the most interesting and most mixed areas of Ottawa, the Rideau Branch offers a great potential for service to two distinctly different neighbourhoods. North from Rideau Street, an extension of the central business district, lies Lower Town East, -- an old, predominantly French-speaking, low income area undergoing redevelopment and bounded on the east by the Rideau River and on the north by the Ottawa River. South of Rideau Street lies the Sandy Hill neighbourhood with embassies, large and small homes of middle to high income groups, historical houses and scattered convenience shops. This area is under pressure because of the expansion of the University of Ottawa as well as because of general redevelopment and the threat of high rise. The Sandy Hill area has an active and influential citizens' group "Action Sandy Hill" which is trying to preserve the neighbourhood from these pressures and improve its quality as a residential urban environment. Lower Town East on the other hand, not as cohesively organized, does not seem to have been successful, so far, in preventing a breakdown of its traditional character. Subsidized housing, new businesses and street widenings are displacing long-time residents and generally disrupting some of the neighbourhoods. The eastern section between St. Patricks Street bridge and Cummings bridge is the least disturbed, more affluent neighbourhood and houses most of the English-speaking people living in Lower Town East.

Beside the French and English-speaking majorities there are some residents of Portuguese origin living near the library, included in the 2,385 people whose mother tongue is neither French nor English. The number of Portuguese is increasing but the impact of any ethnic group on the library is slight compared with the importance of the 15,500 or 52.4% French-speaking residents in the area served by the branch.

It is difficult not to view the community in which the branch is located as consisting of two separate entities. The following figures taken from the 1971 Census illustrate dramatically some of the differences in ethnicity and housing.

	Sandy Hill	Lower Town East
Owner-occupied dwellings	16.9%	3 %
Single detached dwellings	13.2%	7 %
French-speaking	41.4%	71.8%
English-speaking	46.8%	23.1%
Other	11.9%	5 %

This rather sharp division of the service area into two districts poses a challenge to the staff and the library facilities. The staff, of

course, is aware of this problem and has been experimenting with various programmes to appeal to as wide a clientele as possible. However, the staff is working in a building badly in need of renovation and internal rearrangement, with a collection which is too small and badly proportioned for the character of the community.

Plans are presently underway to spend $45,000.00 on a renovation of the building. From our observations, we can offer the following suggestions for improvement without adding to the 7,000 square feet already provided.

1. Public and staff parking is needed and might be supplied at the rear of the building on the City-owned property which extends 80 feet to the north. Perhaps a drive through could be arranged from a street to the north or east.

2. Landscaping at the front and east side should be improved. A public park in the front and a children's garden accessible from the children's library could be provided.

3. An illuminated sign at the sidewalk on Rideau Street should be provided to make the public more aware of the presence of the branch, and the front of the branch should be floodlit at night.

4. Access to the children's library on the lower floor should be through the main front entrance via the adult library to the back stairs. The stairs down to the lower floor at the front entrance should be blocked off so that one check-out desk to control both adult and children's use can be arranged on the main floor.

5. One new set of washrooms on the lower floor should suffice for staff and public.

6. The present stack area on the main floor should be used for much needed public space. Study carrels for students and language learning equipment could be provided in this area.

7. The control desk should be arranged with more flexibility, closer to the north wall, with a work-room behind. A new staff room could be provided on the lower floor.

8. A multi-purpose room and a small meeting room should be provided and be made freely available to all community groups.

9. The lighting throughout is inadequate and should be improved.

10. A community information centre staffed by trained community workers from both Lower Town East and Sandy Hill would fit very well with the role of the library in the area and should be accommodated in the library and actively promoted in the community. The residents and ratepayers' organizations should be approached and asked to

support a community information centre in the library.

According to a staff count the collection totals about 33,505 volumes. To serve 34,295 persons the collection should stand at 50,000 volumes including about 10% non-print materials. The proportions of the collection are as follows:

Reference	1.5%	
Children's	30.2%	
Adult non-fiction	59.8%	of the total adult collection

In an 18-day test period, from June 16 - July 7, Rideau Branch recorded a total circulation of 7,085 (including two Saturdays) or 394 loans per day. Only 16.9% were loans to children and 83.1% to adults. Even if the children's loans doubled in the winter, use by children would be low considering that children's books make up 30.2% of the total collection. The fact is that only 16.5% of the population served by Rideau is under 14 years of age whereas the average for the City of Ottawa is 24.3% and the number of children under 14 is growing smaller in the Rideau area because of the increase in apartments, flats and commercial development. Since the 1966 Census the population in the service area as a whole has dropped by 17%, most sharply in Lower Town East.

The above data are supported by the circulation curve for the years 1962-72. Use by children has been falling since 1968 while use by adults has been rising since 1964 and more rapidly since 1971. In our opinion, this trend will continue and should be accepted by the library as an indication of the need to change the direction of its efforts in the community.

We have already recommended more and better space for programmes and community meetings and we have suggested the organization, with outside help, of a community information service. In addition to actively promoting these new services, we feel that the library's role should be to supply the resources which will assist the process of orderly change in its service area. With a collection built up in response to the needs of the area and with a building equipped as a place in which community groups may meet, hold exhibitions, workshops, or discuss, the library becomes a sort of social catalyst and a source of useful resources and information. Obviously this role will require a staff with expertise in this field and a staff which has been given the responsibility by the administration to go out into the community and establish and maintain the necessary contacts for the library.

It is recommended that service from the Rideau Branch be directed more toward the adult population with an emphasis on a collection and

programmes of assistance to community groups striving to deal with the problems created by changes in the urban community and that one bilingual staff member be assigned to develop such programmes, establish contacts with groups in the community and monitor the needs of the residents for the future.

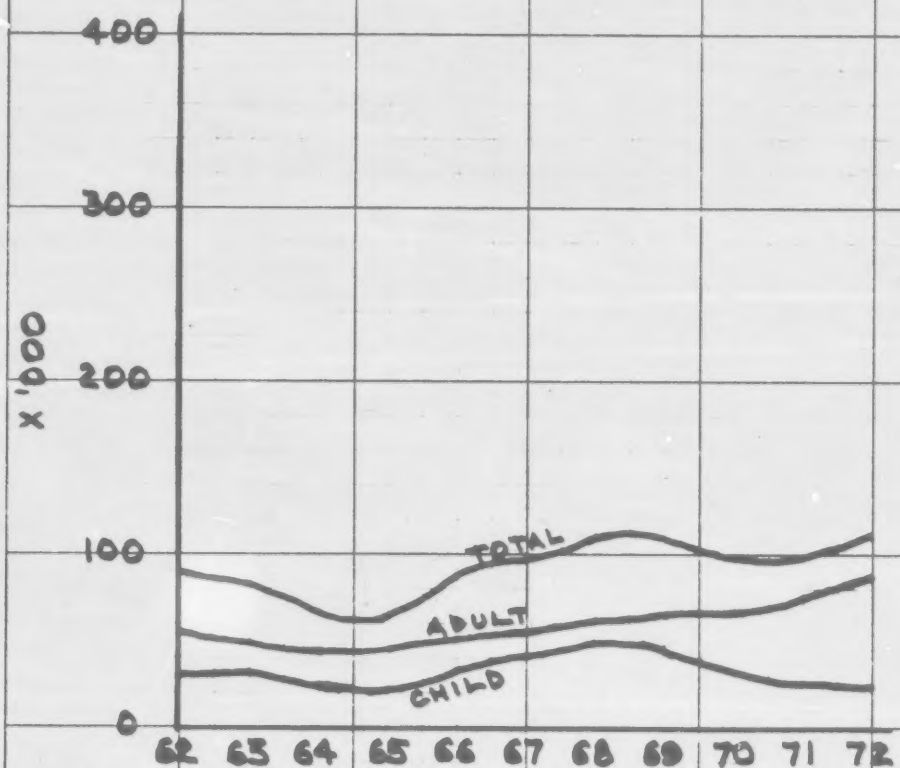
It is recommended that the reference collection be increased up to standard with works in both languages of use to the students and adults of the area, that the adult non-fiction collection be increased by the addition of books mostly in French, that the total collection be increased by about 20,000 volumes in a French-English proportion of about 50-50 and that a community-oriented collection of about 100 periodical titles be provided to meet local needs.

It is recommended that the staff of Rideau be structured in such a way as to provide stimulation and continuing assistance to community groups inducting the organization with outside help of a citizens' information centre to be accommodated after the renovation.

If the Rideau Branch can successfully change its objectives as outlined, the experience gained can be applied to other areas of the City where library service is in need of closer contacts with the community and where the community can benefit from library resources and staff which are more relevant to its aspirations and problems.

GRAPH E.

RIDEAU



CIRCULATION, 1962-1972

e. St. Laurent

Located in a split level building of a pavilion style, on a corner lot next to a large secondary school, the branch serves an interesting and widely scattered area from the military quarters west of Rockcliffe Airport to the newer housing developments north of Montreal Road in Gloucester Township. The service area covers the south-eastern part of the City of Vanier and overlaps with the use of the Rideau Branch in Lindenlea. The area near the branch where a majority of users live is still in the process of development or undergoing redevelopment. Although a majority of the housing is low-rise residential, many high-rise projects are under way and there is a growing concentration of shopping centres, smaller retail establishments and strip development along St. Laurent Boulevard and Cyrville Road. There are 12 elementary schools, 3 high schools, 2 vocational schools and one school for retarded children in the primary service area as well as government buildings, religious establishments and an industrial area around the CN and CP railway yards. A 207-unit senior citizens' residence is due to open across from the library late in 1973.

Although the branch is not in a prime commercial-retail centre, access to it is good via St. Laurent Blvd. Recently, however, this access has been made difficult by the provision of a median curb on the Boulevard which prevents southbound traffic from turning into Mutual Street at the library corner.

The population served is at least 36,930 if the regular users living in the areas outside the City are counted. St. Laurent serves the second highest concentration of French-speaking people of all branches -- 41.8% of the population served. The number speaking languages other than English or French is only 5% of the total.

The building has four levels, three of which, housing the adult and the combined adult and children's reference collections, are open floors in a split level arrangement. The branch is very bright and cheerful during the day and the collections are logically arranged. More standard shelving is to be added this year to increase the space available for books and to replace the A-frame units.

Physical problems related to branch layout are unfortunately difficult to correct without expensive alterations. For instance, workroom space is very meagre, there is no private space for public meetings or library programmes, the branch staff does not have an office, moving books from one level to another must be done manually. The attractive fireplace is not equipped for use, adult and children's books must be checked out from two separate control desks using two microfilm cameras and two clerical staffs and, finally, there are only 5 parking spaces for staff and public in an area with no adequate public off-street parking.

This branch has a very active school programme. In 1972, 1,432 programmes for children and 649 school class visits were held. Rideau Secondary School, next to the library, has its own library and although there is a good relationship between the public library and the school, the library events are promoted in the school and the library staff is allowed to borrow books from the school library, there is no coordination of the two collections nor is the public library officially recognized as an adjunct or supplement to the school library. It is regrettable that the Board of Education and the Library Board, at the time of the development of the school library, did not extend the St. Laurent Branch toward the school and develop a full school library in the branch. If the opportunity to work out closer coordination and to develop a physical connection with the high school should arise in the future, we would recommend that this be considered.

The collection totals 41,296 volumes including 6,400 paperbacks apportioned as follows:

Reference	2.6%	
Children's	28.2%	
Adult Non-fiction	58.9%	of the total adult collection

Use of the collection by children was about 42% of total use in 1972 and this percentage is rising. The lending stimulated by class visits probably accounts for this high percentage of child use. Total circulation is also rising sharply.

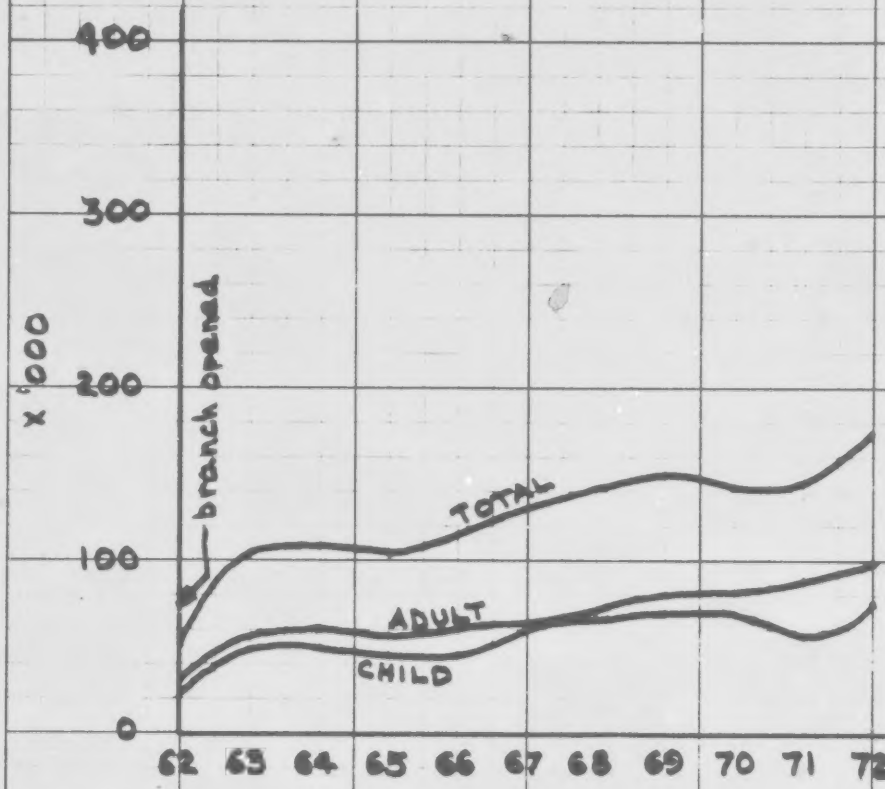
The total collection is 34.9% French. The adult collection is 29.4% and the children's collection 54.5% French. However, it is estimated by the staff that only 10% of the adult use but 45% of the children's use is by French-speaking people. Considering the adult-child proportions of the 1972 circulation only 24.7% of the total use is by French-speaking patrons.

It is recommended that the reference collection be increased to about 10% of the total with the addition of French and English works of interest to students, that the adult non-fiction collection be increased mostly by the addition of French non-fiction, that more French periodical titles be added and that a large audio-visual collection be built up.

It is recommended that the St. Laurent site be enlarged by providing public parking space to the east and that eventually an addition be built northward in cooperation with the Board of Education to provide greater public space for service to students. At this time it is recommended that the boys and girls library be relocated on the main floor, a multi-purpose room provided in the basement, office space, larger combined workroom and one control area for all departments be accommodated.

GRAPH F.

ST. LAURENT



CIRCULATION, 1962-1972

f. South

Built in the Academic Gothic style, South Branch serves the solid older middle-class inner suburbs of Ottawa South, Rideau Gardens and part of the Glebe. The newer garden suburb of Alta Vista is also in the service area of this branch because of its location on Bank Street just south of the canal. There are commercial-retail establishments both north and south on Bank Street and on the south side of the river over Billings Bridge the shopping plaza on the south-west corner has recently been enlarged.

Traditionally a middle-income, English-speaking area the population is now 11.2% French-speaking and more apartments are appearing on the skyline in every direction. The growth of government reserves and institutions along the river and canal and the encroachment of the central business district to the north has actually reduced the population by about 4% since 1966.

The library, a building of 8,000 square feet, with a collection of 30,500 volumes, a full-time staff of 7, serves a population scattered from South Keys to the Queensway of about 37,500. South has the highest per capita circulation of all the branches (4.9/cap.) but low reference use (202 research and 4,186 readers' advisory questions in 1972). The children's circulation has dropped a little since 1969 and adult circulation has risen considerably since 1970.

During our test period the circulation of books in French accounted for only 2.3% of the total, whereas 11.2% of the population served speaks French. If one assumes that a good choice of materials in French is necessary to attract a proportionate number of French-speaking users, then the collection must be augmented. At the moment only 5.5% of the collection is in French and most of this material is in the children's department.

If we look at the general proportions of the collection, results are as follows:

Reference	2.8%
Children	31.7%
Adult Non-fiction	59.5% of the adult collection

To bring the collection close to standard

it is recommended that the collection of the South Branch be augmented by the addition of French adult fiction and non-fiction, a much larger reference collection in French and English and that a larger and more relevant collection of French periodicals be added.

The present French collection in all categories is inadequate to attract the local population.

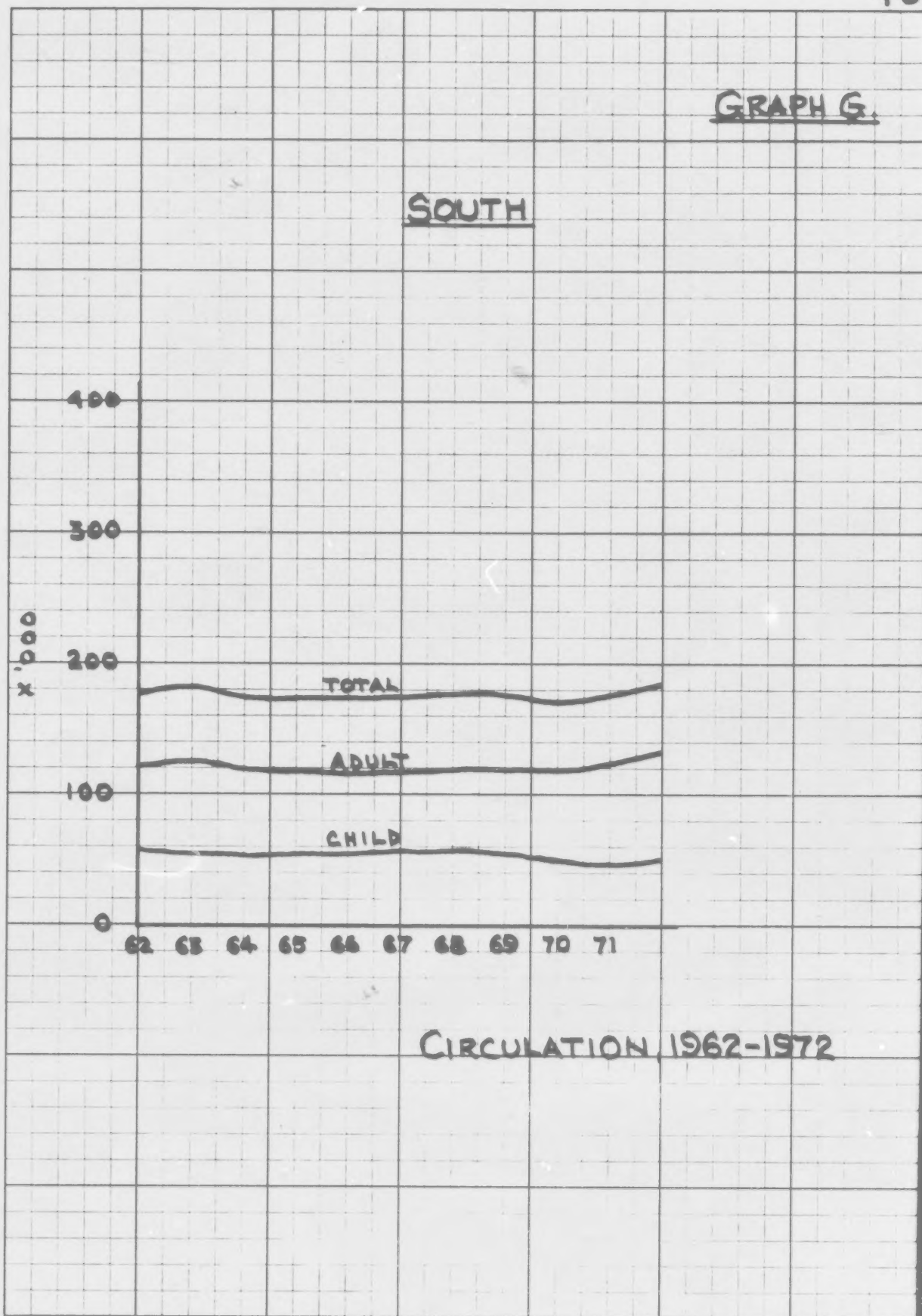
The layout of the building on the main floor is wasteful of space. To increase the capacity of the building more free-standing stacks should be installed and the wall shelving should be reduced. One control desk arranged near the entrance could easily handle the combined adult and children's circulation. The staff felt that the children should be more separated from the adults. While we do not agree that the separation should be too marked or rigid, the carpeting of the children's area and its separation with free-standing shelving would be desirable. In addition a reversal of the position of the adult and children's areas with improved lighting overall should be considered.

This branch is in need of considerable modernization. The work-room and staff room are particularly dismal. There is no useful public meeting room. The parking area is in need of reorganizing so that it is clear which space is to be exclusively used by the bookmobiles and delivery vehicles and which space is for staff parking. The landscaping all around the building should be redesigned.

It is recommended that the South Branch be redecorated and re-arranged to accommodate an enlarged adult and children's collection, one control point for both services, more study places in the adult section and that language-learning equipment and a cassette, phonodisc and 8mm film collection be added.

When the bookmobile headquarters are moved, as recommended elsewhere, a multi-purpose room, a better office and workroom might be arranged in the space released and more public parking might be provided.

GRAPH G.



CIRCULATION, 1962-1972

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g. West

Opened in 1918, the West Branch is the oldestof all the branches. Located off Wellington Street west of the CP tracks if finds itself in a mixed residential area of older houses north of the Queensway. The service area does not extend east of the railway tracks but does include the area south of the Queensway and a sprinkling of users north of Scott Street on the west side of the huge campus of Federal buildings called Tunney's Pasture.

The total population served is 24,780 and is the lowest of all the branches. Most of the users live within half a mile of the library.

The shopping area on Wellington is not a good one and seems to be deteriorating. Many people near the branch live in sub-standard houses but there is a village atmosphere to the narrow streets and the growing Italian population enlivens the neighbourhood.

19% of the population is French-speaking and 11.5% speak languages other than French or English. The Italian-Canadians account for most of this 11.5% and in the area around the branch they outnumber the French-speaking population.

The branch is much the same as it was when opened in 1918. The children's library is in the basement but use of it is restricted during school hours because of a lack of staff to supervise the area and the washrooms. The children's library closes at 6:00 p.m. The stack area contains a collection of old biographies classified by Cutter and sets of old encyclopaedias. The general atmosphere of the branch is one of neglect, little has been changed over the years. The lack of public parking space is a disadvantage but perhaps not so important here because of the comparatively small service area.

Use of the collection is low and has remained practically unchanged for the 11 years tabulated on the circulation graph. West ranks 6th among the branches with 3.9 circulations per capita. There are more readers' advisory questions answered annually than in Hampton Park, Elmvale and South and more reference questions answered than in South or Rideau in spite of the lack of a trained librarian on the staff.

The collection of 27,740 volumes is apportioned as follows:

Reference	.9%
Children	18.2%
Adult Non-Fiction	69 % of total adult collection

In spite of a 19% French-speaking population, only 10% of the users are French-speaking.

The adult French collection is only 507 volumes out of a total of 18,685 or 2.7%; the children's French collection is better with 2,952 volumes out of 9,055 or 32.6%.

The problems of West Branch are related to inadequate reference and children's collections and an obsolete adult non-fiction collection, too few staff, no trained librarian and a building which does little to attract the people of the area.

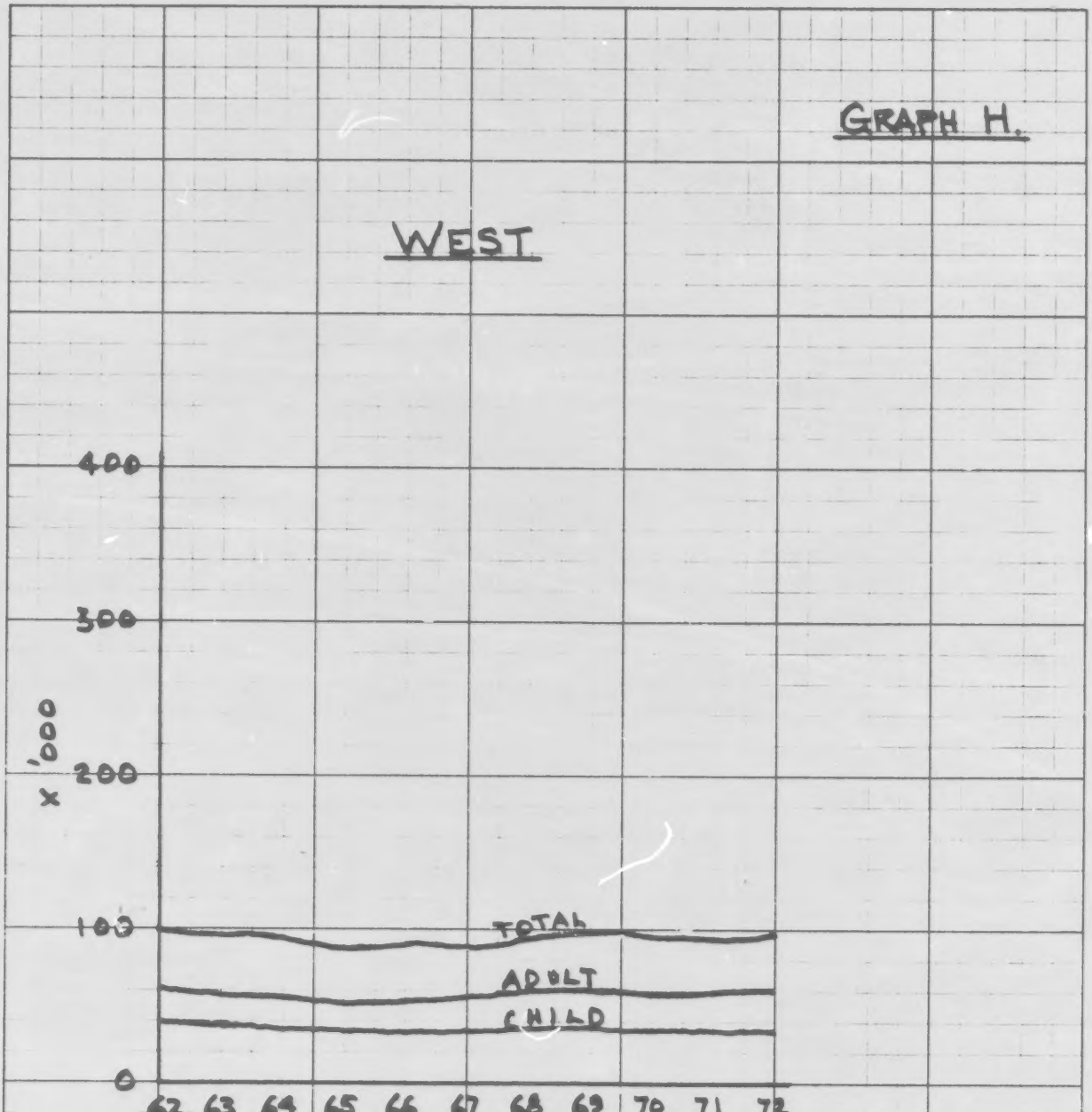
The long-run solution is a new building or large rented quarters in the same general area. This is recommended in the Plan For Branch Development. In the short run —

it is recommended that the reference collection be developed up to standard with works mostly in English but with about 20% in French and including a selection of Italian reference works, that the children's collection be doubled with the addition of a proportionate number of French and English titles and the adult circulating collection be drastically weeded and rebuilt in the proportion of 1 French book for every 5 English with the addition of at least 2,000 Italian titles.

The present staff is to be commended for the extension work and the programmes organized among the children and the Italian community with the help of the main library staff, but the physical arrangement of the branch and its unattractiveness put the staff at a disadvantage.

It is recommended that the building be completely redecorated, relit and refurnished as soon as possible, that the stack area be emptied of the present inactive collection by transferring it to the new main library and that the staff be increased by the addition of a trained librarian thus allowing full-time supervision of the children's department by a sub-professional or a library technician.

GRAPH H.



CIRCULATION, 1962-1972

TABLE D

Summary of Branch Facilities 1972-73

	Books[1]	Phono-discs	Period-icals[2]	Circu-lation[3]	Study Places	Staff[4] 1973	Ref. Use[5]	Circ. Per Staff Member
Carlingwood	53,798 (12,419 Fr.)	688 (28 Fr.)	188 (26 Fr.)	327,979	110	14 (+15 p.t.)	20,404	23,427
Elmvale	29,162 (8,399 Fr.)	none	55 (13 Fr.)	187,730	24	5 (+ 6 p.t.)	3,108	37,546
Hampton Park	16,116 (869 Fr. child only)	none	51 (10 Fr.)	107,179	20	3 (+ 6 p.t.)	3,673	35,726
Rideau	33,505 (13,275 Fr.)	none	86 (25 Fr.)	111,418	40	4 (+ 5 p.t.)	6,993	27,854
St. Laurent	41,296 (14,400 Fr.)	none	51 (9 Fr.)	175,152	56	8 (+13 p.t.)	10,258	25,021
South	34,985 (1,735 Fr.)	none	76 (7 Fr.)	183,982	43	7 (+ 6 p.t.)	4,388	26,283
West	27,740 (4,282 Fr.)	none	64 (16 Fr. 5 Ital)	97,417	52	3 (+ 5 p.t.)	5,598	32,472
Mobile	46,582 (13,888 Fr.)	none (41 cas-settes)	none	216,763	n.a.	12 (+ 5 p.t.)	n.a.	8,063

1 Collection count by branch staff
2 From revised master list of periodical subscriptions for 1973-74
3 Circulation, all items, 1972
4 Excludes maintenance staff
5 Readers' advisory and research inquiries

TABLE E

Comparison of Branch Size, Collection and Circulation with Standards[1]

	Pop. of Service Area	Total sq.ft.	Recomm. sq.ft.[2]	Total Collection	Recomm. Collection 3	Book Circulation	Recomm. Circulation[4]
Carlingwood	49,245	13,500	25,000	53,800	125,000	328,000	450,000
Elmvale	43,750	3,500	22,000	29,000	109,000	187,700	393,700
Hampton	26,765	2,195	13,500	16,000	67,000	107,200	240,900
Rideau	34,295	7,000	17,000	33,500	86,000	111,400	308,700
St. Laurent	36,930	6,800	18,000	41,300	92,500	175,200	332,400
South	37,540	8,000	18,000	30,500	94,000	184,000	338,000
West	24,780	4,300	12,500	31,600	62,000	97,400	223,000
Alta Vista[5]	20,000	16,000	n.a.	n.a.	50,000+	n.a.	180,000

1 Wheeler and Goldhar. Practical Administration of Public Libraries, 1962. Based on experience formulas of the time. Still compares roughly to recent branches built in Ontario.
2 .5 sq.ft. per capita served.
3 2.5 volumes per capita served.
4 9 circulations per capita served.
5 Alta Vista will reduce the service areas of South and Elmvale branches thus lowering the figures for recommended size, collection and circulation.

TABLE F

Ranking of 1972 Branch Costs by Performance Indicators
For Population Served and Circulation

	Cost per cap.	Ranking	Cost per circ.	Ranking	Total Cost
Carlingwood	$2.81	1	.43	1	$ 140,334.00
Elmvale	$1.23	7	.29	7	$ 54,076.00
Hampton	$1.24	6	.31	6	$ 33,085.00
Rideau	$1.30	5	.40	3	$ 44,719.00
St. Laurent	$1.63	3	.34	5	$ 60,285.00
South	$2.00	2	.41	2	$ 75,084.00
West	$1.46	4	.37	4	$ 36,188.00

Note: Mobile Service cost per circulation is 38 cents.
Total cost is $82,197.00

A summary of expenditures for 1972 broken down by branches was submitted to the study by the O.P.L. Administrative Offices. The above statistics were made up from this summary.

5. BILINGUAL SERVICE

The 1961 Census figures show that 44.5% of the population of the Ottawa-Hull Metropolitan Area was French-speaking. In 1971 this figure had dropped to 36.6%.

In the City of Ottawa the 1961 figure was 28.7%. In 1971 the percentage had dropped to 20.6%. One of the reasons is the increase in the number of persons speaking languages other than French or English. Even though these figures should not be taken as completely accurate because of changes in Census tract boundaries and a change in the methods of collecting data about languages between the 1961 and 1971 Census, any drop in the proportion of persons speaking French is remarkable. It is also worth noting that within the Ottawa-Carleton Region 20.7% of the population is French-speaking and in Canada as a whole the figure was 28.1% in 1961 and is now 26.9%. Even in Quebec the same percentage has dropped from 81.2% to 80.7%.

Although there are relatively fewer persons who count French as their mother tongue, there is undoubtedly more French spoken, more visible evidence of French influence and culture and hopefully a greater acceptance of the bicultural and bilingual character of the City as well as greater opportunities for non-French speakers to learn French. There has certainly been an improvement in the provision of library services in French. Even 5 years ago there were no special provincial grants in aid of bilingual library programmes. The Catalogue de Livres Francais published this year by EOLS is an excellent example of the increased attention being paid to bilingual service. This catalogue of adult French titles selected from the OPL collection should be most useful as an aid to French-speaking library users in all branches and the two bookmobiles of the Ottawa Public Library. Together with an improved system of inter-branch exchanges the catalogue can be used to improve access to French materials.

Public library service in the City of Ottawa has a double responsibility in recognition of the importance of the French language, to encourage anyone to learn and improve their ability to speak French and to supply materials and staff in appropriate proportions to be able to service French-speaking patrons according to their needs.

It is obvious that, in the case of branch libraries, the proportion of materials and service offered in French will differ from branch to branch so that the expense of providing bilingual library service can be most efficiently deployed where needed. There are complicating factors of course. If a collection of material in any language is too small, it is of little value. No branch should be provided with a collection below a minimum standard and no branch should be without French materials. In addition, there is an increasing demand among the Anglophones in the Ottawa area for the facilities and materials with which to learn the French language and a demand for special materials which will assist in maintaining proficiency.

In order to work out a formula which will equip each branch adequately and within the financial means of the budget with French language materials and staff it is important to know first of all the number of French-speaking residents living in the service area of each branch. The proportion of library materials in French to the total branch collection should be roughly the same as the proportion of French-speaking people to the total population of the service area. In addition there should be, in every branch, some French language learning facilities with textbooks, manuals, etc. and other materials and equipment designed specifically to maintain one's facility with the language.

a. The Present French Collections and Their Use

Table F indicates, first of all, large variations in the number of French-speaking persons living in the various branch areas; Rideau has the highest percentage, 52.4% (72% French-speaking in Lower Town East and 41.4% in Sandy Hill) and Carlingwood serves the lowest percentage, 7.0%. The number of French books as a proportion of the collection is unrelated to the division of the population, e.g. South Branch serves over 4,200 French-speaking people but has only 1,740 books in French whereas Carlingwood serves only 3,447 persons speaking French and carries 12,427 volumes in French.

A breakdown of the French collections into adult and child groups indicates that Hampton Park, Rideau, St. Laurent and South serve the children with French collections more in proportion to the French population whereas Carlingwood, Elmvale and West seem to be oversupplied with French material. The adult collections vary widely. The selection of adult French books at South, 1.4% of the total adult collection, 125 fiction volumes and 140 non-fiction, is totally inadequate and probably accounts for the small number of such books borrowed. Hampton Park has no adult French books.

The circulation figures for French language material are interesting when compared with the quantity of material available and the percentage of Francophones in the total population served. Our figures are based on estimates made by the branch staffs or on an actual count over a two-week period. The count was taken during the summer, when probably fewer children use the libraries than in the winter; this a bias in favour of adult usage may be present. However, assuming a 10% error it is still possible to conclude that there is a direct relationship between the amount of French material borrowed, the size of the French collection and the number of Francophones in the total population of the branch service area. Note the figures for Elmvale Acres, Rideau and St. Laurent.

The branches all have sizeable standard collections of periodicals. French language titles are almost identical in each branch. The proportion of French to English periodicals varies from branch to branch and bears little relationship to the proportions of the book collections or the population.

b. The Adjustment of the French Collections

A policy concerning the relationship of the size of the French collections to the French-speaking population should be worked out and followed as an objective for building branch collections. We don't advocate that a hard and fast rule be applied rigidly, but only that all branches build collections in both languages within guidelines which will ensure equality of access to materials in French and English.

Most branches report a heavier use of French material by children rather than adults. Today more public and separate schools are teaching in French and are equipped with better school libraries than they were 10 years ago. The children of Ottawa have more and easier access to teaching and reading materials in French and English. For this reason the French children's collections in the branches should probably be weighted beyond the accepted standard proportion of 30% children's books and 70% adult books. We suggest 40% to 60%. In the case of Carlingwood Branch which already has a large French collection but a rather low use of it, we would suggest that it be reduced and apportioned to more needy branches but that the size of the French collection not be reduced below 10% of the total collection.

It is recommended that branch library service to the French-speaking population differ in each branch in character and amount according to the needs of the branch service area population and that each branch be provided with books, periodicals, audio-visual material and staff appropriate to their needs as well as French learning facilities and materials of assistance in maintaining proficiency in French. It is also recommended that the ratio of adult to child books and phonodiscs be 60 to 40 in the French collections.

The following Table G gives a picture of the adjustments required in branch collections if the principles implied in the above recommendations were accepted and applied at the present time. However, such a balance is more likely to be obtained by a combination of the movement of books from branch to branch plus an increase in the budget for adult books in French and a decrease in the budget for children's books in French. If such a programme were effected over a period of 2 or 3 years the adjustment would not be difficult.

In 1973 a book budget of about $330,000 is available from various sources. The Assistant Director estimates that about 40% of this budget is spent on French material, or $132,000. At about $3.00 per volume 44,000 volumes may be added. Unless these figures are incorrect, it would appear that the means are available to adjust the French collections in one year.

TABLE G

The French-Speaking Population in the Branch Service Areas Compared With the French Collections and Circulation

Branch	Pop. of Service Area	% French-Speaking	Books	% French	% Adult French	% Child French	Period-icals	% French	French Circ.
Carlingwood	49,245	7.0	53,798	23.1	16.9	39.7	188	13.8	3.0[1]
Elmvale	43,750	19.3	29,162	28.8	27.2	41.7	55	23.6	18.4
Hampton Park	26,765	11.3	16,116	5.4	n.a.	20.4	51	19.6	8.3[2]
Rideau	34,295	52.4	33,505	39.6	39.3	40.3	86	29.1	51.1
St. Laurent	36,930	41.8	41,296	34.9	28.7	54.5	86	30.2	24.7[3]
South	37,540	11.2	30,510	5.7	1.4	14.9	76	9.2	2.5
West	24,780	19.1	31,600	13.5	2.7	32.2	64	25.0	10.0[4]

1 Estimated
2 8.3% of child circulation only, no adult French collection
3 Estimated
4 Estimated

TABLE H

Suggested Reapportioning of the Present Branch French Book Collections[1]

	% of Pop. French-Speaking	Total Book Collection	Recomm. French	Change	Recomm. Adult	Change	Recomm. Child	Change
Carlingwood	7	53,800	5,400	- 7,000	3,240	- 3,400	2,160	- 3,600
Elmvale	19	29,000	5,500	- 2,900	3,300	- 250	2,200	- 2,550
Hampton	11	16,000	2,000	+ 1,130[2]	1,200	+ 1,200	800	- 70
Rideau	52	33,500	17,400	+ 4,100	10,400	+ 1,800	7,000	+ 2,300
St. Laurent	42	41,300	17,300	+ 2,900	10,000	+ 2,000	7,300	+ 900
South	11	35,000	3,800	+ 2,000	2,300	+ 1,900	1,500	+ 100
West	19	31,600	6,000	+ 1,800	3,600	+ 2,400	2,400	- 600
Mobile	25	46,500	11,600	- 2,300	7,000	+ 6,300	4,600	- 8,600
TOTALS		286,700	69,000	- 270	41,040	+ 11,850	27,960	- 12,120

1 All figures have been rounded
2 No adult French collection at present

6. MOBILE LIBRARY SERVICE AND BRANCH DEVELOPMENT

In general the trends that are affecting library service also have caused a reassessment of the quality of bookmobile service. The increase in the demand for non-print materials, the requests for community information of all kinds, the lessening of interest in recreational reading and an increase in reference service and service to students of all ages are some of the trends noticeable all over North America. The statistics we have gathered for this report and the impressions gleaned from our interviews indicate that the library service in Ottawa is affected by similar trends.

If mobile library service is to reflect these new directions, thought should be given to stocking bookmobiles with quick reference collections and non-print materials like tape cassettes and 8 mm. films. In our opinion a large bookmobile stocked with paperbacks only, specializing in reserving items not carried and obtaining, through the main library, anything requested would be better able to serve small urban neighbourhoods inconvenient to branches.

One of the difficulties of providing an adequate choice of books is the present practice of offering collections in French and English for both adults and children on each vehicle. This considerably reduces the number of books available, for instance, to a French-speaking child or an English-speaking adult. Since all areas of Ottawa are bilingual to some degree, it is not possible to stock one vehicle with French books and another with English nor is it possible to have one vehicle supply service only to children and another to adults in order to maximize the choice available to any one language or age group. Larger vehicles with a paperback collection may be the only way to introduce variety and a wide choice in the special circumstances pertaining to the City of Ottawa.

The best locations for bookmobile stops are, of course, well known. They differ little from the best branch locations: shopping plazas, post offices, community centres, in general the busiest pedestrian centres of the areas served. In addition some institutions like old people's homes, public housing projects, hospitals, prisons and day-care centres may be served directly if there is free time.

The duration of each visit to a neighbourhood is difficult to plan ahead. Only after the location has been tested and the visit promoted can one decide on the length of time needed. However, to cut costs and to make the maximum use of the time of the staff and the vehicles, all stops should yield approximately the same circulation per hour. Once this norm has been established a stop which deviates too far from the norm over a period of time should be lengthened or shortened in duration or cancelled. In addition the time of day of each stop is important for adult and family use. Evenings and Saturdays are usually most convenient. In some locations late afternoons are busy. Sunday and holiday visits should be considered for park or community centre locations.

a. Bookmobile Service to Schools

Of the 26 locations at which the two bookmobiles stop, 17 are public or separate elementary schools and, although some adults use the service of the bookmobile while it is parked at the schools, most of the circulation is accounted for by the school children (circulation, 1972: Adult, 55,396; Children, 161,367). Bookmobiles should not be used as a substitute for adequate school library service. If a school has a good library which meets the standards set down by the Board of Education, direct library service by bookmobile to that school is, in our opinion, redundant. If the school does not have an adequate library, the public library can fill the gap temporarily by being paid a fee to supply such service until the school library is able to meet the standards.

Since it is our view that the main purpose of any public library service is to serve adults and students outside the school, it is doubtful if any public library can afford to divert its energy and resources to the provision of direct service to schools except to provide the students with promotional material and to ensure that they are aware of the services provided for them at their nearest public library. The provision of adequate study facilities, reference and research collections, good indices to information and a trained and sympathetic staff to assist students of all ages is challenge enough for most public library programmes. The provision of direct book service to the in-school child is at best a duplication of school library service and at worst a poor substitute.

b. Bookmobile Stops and the Principal Service Areas of the Branches

In reference to the map showing the principal service areas and the present bookmobile stop locations, it is obvious that many are competing with the service offered by the branches. There is little evidence in the overall pattern of stops of any coordination between the mobile service and the branches.

There are in addition many areas in which bookmobile stops could be arranged for better coverage of the City. These are in most cases neighbourhoods without good public transit to branches or areas too remote. They may also be areas whose residents, for socio-economic reasons, do not need or care to use public library services. Service may have been tried in some of these sub-divisions previously and may have been unsuccessful. However, it is our opinion that such areas should receive first call on bookmobile service and should be examined to ascertain the need for a well-promoted weekly or semi-weekly visit from one of the mobile units. Local community organizations should be consulted in doubtful areas.

It is recommended that mobile library service be organized to serve families and individuals as branch libraries do, rather than serving the

child at school.

It is recommended that mobile service to neighbourhoods not within the principal service areas of branch libraries be given priority over service to neighbourhoods with convenient access to present or future branches.

It is recommended that, where possible, stops be located in commercial-retail centres, shopping plazas or at the busiest intersection of the community to be served and that each stop be a minimum of two hours in length and be arranged at a time of day most convenient to the residents of the area.

It is recommended that the present vehicles as they wear out be replaced by larger units to increase the selection in French and English, that the stock gradually be replaced by paperback editions, that non-print material such as tapes, phonodiscs and films be carried to supplement the book collections and that the reserve and inter-borrowing service be actively promoted among mobile service users.

c. Institutional Service

The Mobile Library Service at present operates a Home Readers' Service which reached 84 readers in 1972 for a circulation of 9,761. By August, 1973, there were 135 individuals being served and about one-quarter of the total mobile service circulation is now accounted for from this source. In addition 14 senior citizens' residences and one nursing home are visited each month with a selection of books for borrowing. The 1972 circulation from this operation was 25,514. However, similar services are provided by other departments of the OPL system. The Adult Services Department provides book deposits every two months to four homes and one hospital. The Boys and Girls Department supplies paperback collections to a number of Boys' Clubs. Hampton Park Branch staff provides a book service to elderly people in a senior citizens' tower nearby and has about 100 volumes on loan in the lounge and West Branch plans direct service to the 198 units in the new senior citizens' building nearby. Hospital service is provided to two institutions by a part-time custodian paid by the

Library Board. About 300 books are deposited in each hospital for the use of the patients.

The provision of this type of service is highly desirable and rewarding but we question the wisdom of decentralizing the responsibility, and of allowing a variety of approaches without coordination of overall policy and routines. All such extension services to homes, hospitals and clubs should be developed in a coordinated way according to a standard and with the use of specialized staff, not as an extra chore for busy branch staff. If hospital patients are to be served, more than a deposit of 300 volumes is necessary. If direct service is to be provided to the elderly who are not able to visit the branches, their needs should be assessed and special staff trained to help them. In our opinion all such services should be grouped under the responsibility of one department, a budget worked out, a suitable vehicle provided for this special use and a development policy pertaining to institutional service adopted by the Board. The Mobile Library Service is used for this purpose by many libraries because of its expertise in maintaining and routing vehicles, experience in handling small collections, in arranging complex work schedules and its knowledge of the community as a whole. If, on the other hand, hospital service is developed to include some full-time staff, small branch facilities in the largest hospitals and service to the wards, a separate department for such work might be needed in time.

It is recommended that all institutional service be made a responsibility of the Mobile Library Service until such time as its development warrants the setting up of a separate department, that policy and standards be worked out by the staff and approved by the Board, that a suitable vehicle be assigned exclusively to this service, and that one member of the mobile service staff be given the responsibility for developing and administering the institutional service.

Institutional service also benefits from cooperation on a regional scale. Many institutions such as homes, hospitals and correctional institutions, although located in one jurisdiction, serve a much larger area. Cooperation between OPL, Nepean and Gloucester Township libraries and EOLS is important in planning institutional service. An additional consideration is the question of payment for service to an institution financially supported by a level of government other than the City of Ottawa. If service is given because of its location in Ottawa, some form of compensation to the OPL Board should probably be negotiated for staff time used and local funds expended.

The need for cooperative planning and funding of institutional library service on a regional basis is an area for further study.

d. Bookmobile Collection

The bookmobile collection totals 41,023 volumes plus 5,559 paperbacks, a sizeable collection in terms of numbers. We did not attempt to evaluate any collection but a glance at it indicates an emphasis on the classic in French and many old-fashioned and worn-out titles in both languages.

The proportions of the collection are heavily weighted toward children's books reflecting the former concentration on direct service to primary schools. Since 9 of the present 26 stops are non-school locations and a further reduction of school stops is recommended, a massive infusion of adult books is indicated particularly in French and English non-fiction.

The collection is proportioned as follows:

	French	English	Total
Fiction			
Adult	50	8,190	8,240
Child	10,257	8,206	18,463
Non-Fiction			
Adult	11	3,447	3,458
Child	2,812	8,050	10,862
Paperbacks			
Adult	610	3,301	3,911
Child	148	1,500	1,648
Total Collection	13,888	32,694	46,582

In a two-week sample taken of the French books circulated by the Mobile Library Service it was found to be 25% of the total or slightly higher than the percentage of Francophones in the City population as shown in the 1971 Census.

If we accept this proportion and assume that about one-quarter of the bookmobile collection available on each vehicle should be in French and if we accept the 1969 quantitative standards of the Canadian Library Association for circulating book collections, the proportions

of the present collection should be as follows:

TABLE I

SUGGESTED REAPPORTIONING OF THE PRESENT BOOKMOBILE COLLECTION

Total Mobile Collection	-	46,582
25% French		11,645
75% English		34,937

	CLA Std.	Present	Change*
French Collection	11,645	13,888	- 2,243
Adult Fiction	2,038	50	+ 1,988
Adult Non-Fiction	6,114	11	+ 6,103
Paperbacks		610	
Child Fiction	874	10,257	- 9,383
Child Non-Fiction	2,619	2,812	- 193
Paperbacks		148	
English Collection	34,937	32,694	+ 2,243
Adult Fiction	6,114	8,190	- 2,076
Adult Non-Fiction	18,342	3,447	+14,895
Paperbacks		3,301	
Child Fiction	2,621	8,206	- 5,585
Child Non-Fiction	7,860	8,050	- 190
Paperbacks		1,500	

*These figures will change if the proportions of the existing paperback collection are taken into consideration in the "change" column.

The proportions as set out above are guidelines only and are predicated on the assumption that school stops will be phased out. The adjustment of the collection will take some time to accomplish but can be effected partly by an exchange of books with branches whose collections also are in need of proportional adjustment (see Summary Table of branch collections adjustment figures).

In addition to the above adjustments the bookmobiles need to place more stress on borrowing from the total system collection in response to individual requests, and to adding non-print materials and a small quick reference collection as recommended.

It is recommended that the mobile library collection be adjusted according to the proportions outlined in this report to better reflect the French-speaking, English-speaking proportions in the population and to conform to CLA standards.

e. Headquarters and Other Organizational Matters

The Mobile Service now operates out of the South Branch. Staff space and stacks are in airless and rather depressing quarters in the basement. The office is on a landing off the garage. The garage is not large enough to accommodate the vehicles and there is little space or equipment for routine maintenance.

Since the South Branch has its own problems of accommodation and organization and has not been able to regard the mobile service as part of its total operation, there is an understandable tension at times between the two agencies over such matters as parking, heat control, the washing of the vehicles and other matters. As more institutional service is introduced, a larger collection, a larger staff and larger vehicles are added, the Mobile Service headquarters will become even more crowded and inconvenient to both the mobile staff and the branch staff.

At the moment access to the Queensway is important for efficient servicing of a majority of the bookmobile stops. A mile of driving through a crowded area of dense traffic is required to reach the Queensway. In time, of course, most bookmobile stops will tend to be located south of the Queensway. A new location for the Mobile H.Q. is desirable, one that allows less driving in congested areas and is more spacious and attractive with better garaging facilities. About 2,000 square feet would be adequate inside space for the collection, offices, and loading facilities. Cheap space in a commercial zone would do.

Although the drivers and the supervisor of the Mobile Service should be responsible for the safe day-to-day operation of the vehicles,

they should not be expected to conduct more than elementary safety inspection or maintenance checks. Regular and preventative maintenance should be made the responsibility of expert mechanics.

It is recommended that a new location for the mobile and institutional service headquarters be found with good access to principal east-west arteries such as Wakely Road and Base-line Road, with adequate parking, garaging and maintenance space.

It is also recommended that a vehicle maintenance contract be arranged with the City of Ottawa or a commercial firm to include regular cleaning, towing, routine maintenance and repairing.

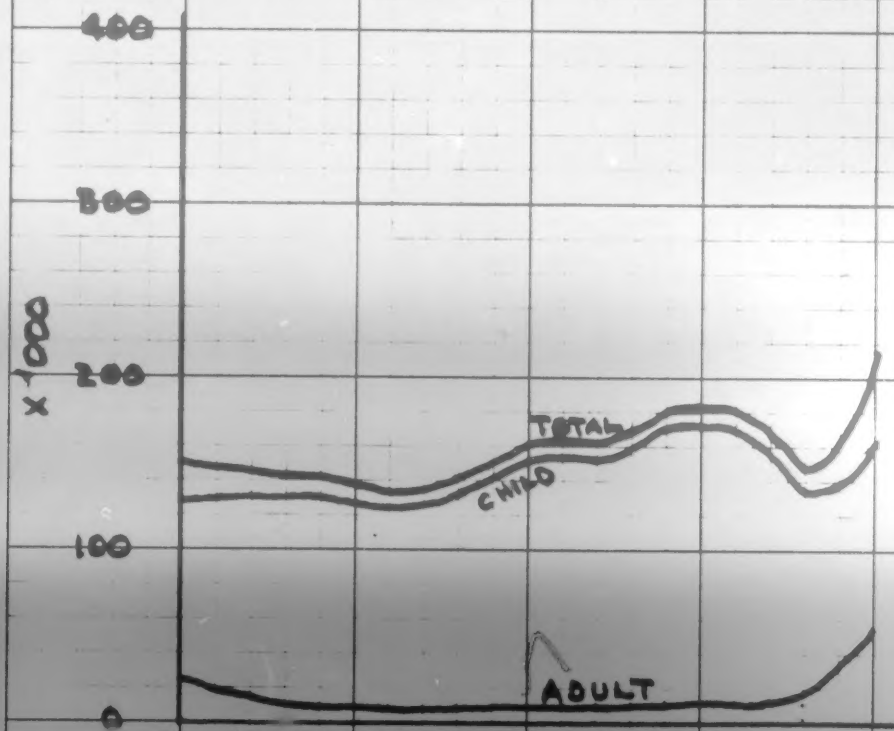
Finally it is recommended that the bookmobile drivers be considered a part of the public service team with responsibilities for circulation control while at each stop.

During our interviews all branches reported difficulties with the inter-library delivery service. There is a regular schedule of calls but not everything is picked up each time. Books destined for the cataloguing department and books to be returned to other branches or the main library are sometimes delayed for reasons we are unable to establish. The problem may be related to the fact that there is no vehicle which has the exclusive responsibility for all inter-branch deliveries. The routing of the bookmobile tractors and other vehicles seems unnecessarily complicated with uneconomical duplication of some trips.

It is recommended that inter-branch delivery be operated by one driver and one panel truck calling daily at all agencies to effect the efficient interchange of all library materials and equipment and that the delivery service be the responsibility of the Mobile Service Department.

GRAPH I.

MOBILE SERVICE



CIRCULATION 1962 - 1972

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7. THE OTTAWA PUBLIC LIBRARY AND THE SCHOOL LIBRARY SERVICE

There has been a great improvement in the provision of school library services in the last 10 years. Resources, including print and non-print materials, are now at a reasonable level and are able to provide support for the curriculum, the teaching materials necessary to modern educational methods as well as stimulation and information for the in-school student.

The Ottawa Board of Education has been a leader in this field and has developed not only good book libraries in all schools but also a sophisticated media centre and a video-tape distribution service of national interest.

A 1973 survey of the school libraries in the OBE system reveals that the 57 elementary schools all have libraries containing books (both hard and soft-covered), magazines and A-V materials. The books per pupil ratio varies from a low of 7.9 to a high of 18.8. The average is 10.6 up from 7.9 in 1970. The total number of volumes in all elementary school libraries was 252,312 in 1972. Although these libraries are in some cases quite modest and do not meet the OBE standards, nevertheless great improvement has been made in the past and as the enrolment stabilizes or drops the resources being added each year to the school libraries will further improve library services.

The Separate Schools have also made considerable progress in the development of their libraries in both French and English schools. Although we were unable to obtain reliable information about future development we can summarize a few facts about present development as follows:

French Separate School Libraries

Schools - 41

Libraries in the schools

No separate library but book collection in 17 schools.
Library in school but small book collection in 9 schools.
Audio-visual aids in 15 schools.

Re: Librarians

Hours - 9:00 - 4:00

Annual budget - $78,000 approx.
No Book Selection Committee - each librarian does own book selection.

English Separate School Libraries

Schools	- 40
Central Libraries	- 38
Book Collections	- 100,000
Budget	- $78,000 approx.
Hours	- Hours vary 8:30 - 8:45 3:45 4:00 Some open at lunch hour
Librarians	- 35 3 staffed by teachers - no library qualifications
Book Selection Committee	- Librarians select approved by Central office

1972

Secondary school library services generally have a greater impact on public libraries because of the older student's need for and use of more sophisticated materials and his need for research and study facilities of greater variety. In general public libraries put a great deal of emphasis on service to the secondary and post-secondary student. Weak secondary school libraries often create a heavy demand for a curriculum-oriented service in public libraries which most are unable to supply whereas well-developed secondary school libraries complement and supplement the general adult service and resources provided as a matter of course by most public libraries.

In Ottawa high school libraries also are well-developed. The 26 secondary schools all have well-equipped libraries stocked with books, magazines, audio-visual resources and equipment totalling over 300,000 items. In 1972 there were an average of 11.3 books per student in all high school libraries. In addition there is a Media Centre with 4,500 16 mm films equipped to produce, distribute and maintain a variety of A-V resources for all school boards in the Ottawa Carleton Region. A Library Service Centre processes both books and A-V materials for which commercial processing is not available. Part of the Library Service Centre is a professional library and a collection of 300 periodicals for circulation to teachers and administrators.

All OPL branches of course serve many students, some arrange class visits from the elementary schools. School librarians often refer students to the public library. There is some inter-library lending and some formal contact between school staff and library staff on a personal basis and on committees. However, generally speaking one can say that formal contacts between the school and public library services are slight and there is no organized coordination.

TABLE J

SURVEY OF PRINT AND NON-PRINT IN HIGH SCHOOL LIBRARIES, 1973

		PRINT							AUDIO-VISUAL							
	Enrol	Books	Uncat. Paper	Uncat. Hard	Books Out	Total	Books/ Student	Mags	FS	SS	RD	AT	Loop	M M Kits	Other	Total
1. Borden	283	1,644	655	1,171	17	3,487	12.3	25								
2. Brookfield	1,419	12,542	250		15	12,807	9.0	111	127		65					192
3. Canterbury	1,150	7,130	361	1,502	270	9,263	8.1	52	84		25	16	5	2		132
4. Champlain	131	9,749	163			9,912	**	91	15	5	156	6				184
5. Fisher	1,188	12,227	0	0	0	12,227	10.3	113	658	21	73	18	20	84		874
6. Glebe	1,317	9,972	558	2,256	780	13,566	10.3	90	700	80	161	125	40			1,106
7. Commerce	933	13,361	117	0	1,426	14,904	16.0	49	320	66	14	0	18	143		561
8. Highland	818	6,552	1,706			8,258	10.1	28			52	28				108
9. Hillcrest	1,312	11,160	35	82	2,190	13,467	10.3	43	13		12	63		6	4	98
10. Laurentian	1,417	12,325	148	125	571	13,169	9.3	112	508		90	8				606
11. Lisgar	1,027	9,192	241	908	0	10,341	10.1	91	287	0	337	24	35	6		689
12. McArthur	646	4,353	250	600		5,203	8.1	42								
13. Nepean	1,180	15,360				15,360	13.0	139								
14. Ottawa Tech	985	11,500	500	100	100	12,200	12.4									
15. Rideau	1,129	15,447	422	2,824		18,693	16.5	149	2		20	9		1	19	51
16. Ridgemont	1,235	15,546	2,500		450	18,496	15.0	203	5		7			1		13
17. Sir John A.	1,152	14,286	47			14,333	12.4	74	12		165	33		4		214
18. Sir Wilfrid	869	8,614	787	15	670	10,086	11.6	55	40		65	126	25	2	24	282
19. Woodroffe	1,345	15,728	0	20	526	16,274	12.1	58	0	0	0	40	10	28	65	143
20. Andre L.	1,114	19,400	1,197	227		21,224	19.1	2	29	2	197	3		13		54
21. Belcourt	1,122	7,331	450	250		8,031	7.2	137								115
22. Charlebois	1,194	2,787	3,286	2,727		8,800	7.4	55	168	75	175		49	4		471
23. Cartier	838	4,707	17	252	57	5,033	6.0									
24. Champlain	966	3,974	517	228	106	4,825	13.4*	72	9		43					52
25. De La Salle	1,412	14,410	725		155	15,290	10.8	105		126	370				720	1,216
TOTALS	26,182	259,297	15,332	13,287	7,333	295,249	11.3	1,896	2,977	375	2,027	499	202	294	832	7,186

* Obtained from Mr. Burwell, Library Coordinator, Ottawa Board of Education.
** Combined

TABLE K

SUMMARY OF SCHOOL LIBRARY BOOK HOLDINGS
THE OTTAWA BOARD OF EDUCATION

Books per Pupil	Number of Elementary Schools		Number of Secondary Schools
	Holding more than 5,000 books	Holding fewer than 5,000 books	
6.0 - 6.9			1
7.0 - 7.9	1		2
8.0 - 8.9	2	6	2
9.0 - 9.9	2	4	2
10.0 - 10.9	3	15	6
11.0 - 11.9	2	8	1
12.0 - 12.9		8	4
13.0 - 13.9			2
14.0 - 14.9		2	
15.0 - 15.9		1	1
16.0 - 16.9		1	2
17.0 - 17.9			
18.0 - 18.9		1	
19.0 - 19.9			1
27.0 - 27.9	1		
	11	46	24
	57		
Overall average 1972	10.6 books/pupil		11.3 books/pupil
Overall average 1971	9.2 books/pupil		10.5 books/pupil
Overall average 1970	7.9 books/pupil		10.3 books/pupil

As in most parts of the country, the question of the relationship between the school library and the public library recently has emerged as an issue in Ontario. The main aspect of this question is the fuller use of community-supported educational space and the possibility of the school-housed public library as a substitute for the independent community public library. Involved is the efficient use of public funds which forces a wider debate of the role of the public library as distinct from the school library.

In many communities of Canada, the United States, Great Britain and Scandinavia there are and have been examples of school-housed public libraries, but very few can be considered succcessful. In many cases the combination has resulted in a very good school library. In most cases, however, service to the adult public lacks depth or the site is inconvenient for evening or weekend use, or some other ingredient necessary for a successful public library operation is lacking.

Still,the physical integration of school and public library facilities appears logical and economical to many trustees, politicians and administrators. Both collect and distribute books and other materials and both are supported by the same taxpayers. The question is, will the public as a whole be better served by combining the two?

The library or resource centres of the elementary, junior or senior high schools, the trade, vocational or specialized schools and the public library or resource centre of a city, town, district or region are only superficially similar. Their differences, on the other hand, are profound. They serve different purposes, use different resources, are run by staffs who are trained in different ways. They are responsible to different constituencies and authorities. Their organizational structures reflect their differing place in the community.

The school library and the public library are both essential elements of the community. They complement each other. They supplement each other. Their coordination is important.

However, if they are combined great care must be taken so that all the conditions necessary for the maximum efficiency and use of both are present. In this way neither service is weakened.

Suggestions for coordination:

i. The regular exchange of new periodical, book, film and phono-disc accessions of mutual interest.

ii. The regular notification by the public library of reference accessions of interest to schools.

iii. The exchange of building and development plans by the two boards.

iv. All public library and school programmes and events of mutual interest should be promoted in the school and library alike.

v. An annually revised brochure outlining the OPL services to students and how they may be used should be sent to each school for distribution.

vi. Regular exchange visits of high school and public library branch staff members should be arranged as part of professional development and orientation.

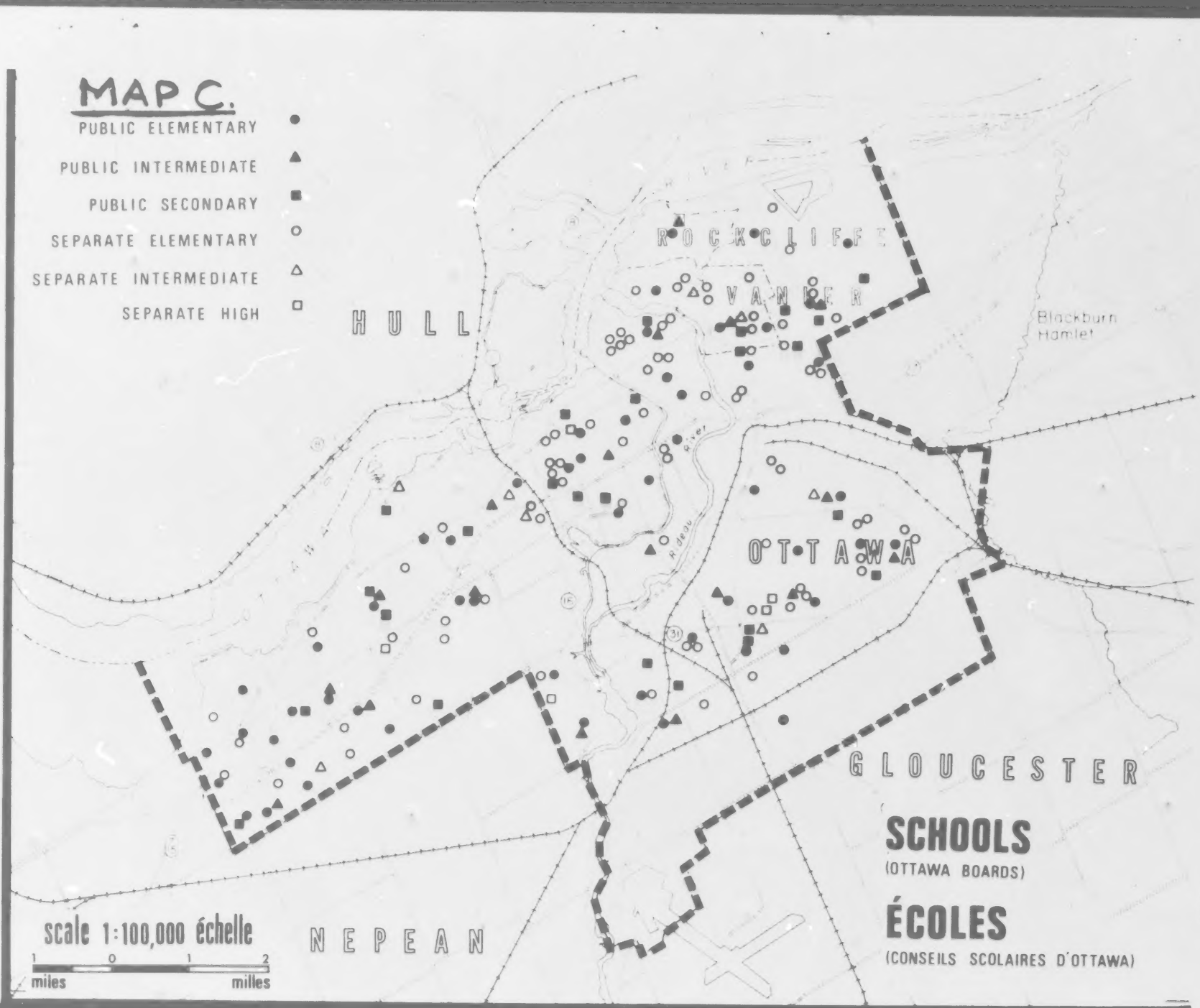
vii. The setting up of an inter-school and public library scheme for lending library materials should be considered.

viii. The films of the OBE Media Centre should be made available to the public through the OPL A-V Department and all in-school use of the OPL film collection should be directed through the Media Centre.

ix. Branch libraries should be able to borrow A-V equipment from the nearest secondary school for use in the library.

x. It would be of great advantage to the public library if there could be regular discussion of curriculum changes, the need for special collections, the sharing of displays, joint programmes for students, etc. Of great immediate importance is the notification of the public library of any school projects or essays assigned as soon as possible so that resources of assistance to the student may be organized.

In order to begin discussions on the above and other projects it is recommended that the Ottawa Board of Education, the Roman Catholic Separate School Board and the Ottawa Public Library Board appoint a joint standing committee to discuss ways of broadening contacts, improving communication and coordinating school library and public library services for the benefit of secondary school students.


MAP C.
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(OTTAWA BOARDS)
ÉCOLES
(CONSEILS SCOLAIRES D'OTTAWA)

8. THE SELECTION OF LIBRARY MATERIALS IN THE BRANCHES

The selection of library materials for the OPL system is more complex than for other urban public libraries because of the division of all book budgets into funds for English and French materials. However, the selection process seems to us to be unnecessarily complex over and above this difficulty and the administration of the procedures rather too centralized.

For instance, all branch heads felt that they and their staffs had adequate opportunity to select books in all categories but that their selections often failed to arrive at the branch or were "in process" too long after arrival at the main library. The thrust of the complaints was that a book selected was not always ordered and further that in such cases no report was sent to the branch so that the records could be revised or a patron waiting for it could be informed. In addition we found a good deal of dissatisfaction with the time taken to process a book (or a phonodisc) after it had arrived in technical services.

It was beyond our terms of reference to analyse the organization of material selection or the technical services department of the system. However, as far as the branches are concerned we feel that a self-study of these areas should be conducted with a view to decentralizing selection routines and increasing the speed at which library materials are processed.

We would like to offer the following suggestions:

i. A library materials budget should be allotted to each branch and the Mobile Service each year.

ii. No veto or control over material selected should be exercised by anyone unless the budget is being spent too rapidly, or unless the selection fails to follow the stated aim of the library to select "... according to general standards of excellence, competence and authority".*

iii. The rule of restricting branch selection to material also selected for or in the collection of the main library should be abandoned. No cogent argument for this policy can be found to fit modern conditions and, in any case, we understand that the rule is no longer applied in all instances.

iv. The selection of material, periodical titles and all non-print items except 16 mm film should also be made the responsibility of the branch staffs consistent with the restrictions of point ii.

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* Ottawa Public Library, Book Selection Policy (no date).

v. A coordinator of collections should be appointed to build the resources of the system in response to need and demand, to administer the selection procedures and supervise a central material selection office. Such a person could also act as a bibliographer to the staff as well as to the public.

It is recommended that a study of the present methods of collection-building be conducted so that improvements in selection, acquisition, processing and budgeting can be instituted where necessary. Such a study should include an analysis of the existing collections so that gaps, weak areas and any excess duplication may be identified and corrected.

9. NON-PRINT MATERIALS

In general the audio-visual services of OPL are inadequate and should be greatly expanded in the branches.

The 16 mm service serves the Eastern Ontario Region as well as the City of Ottawa with a total of only 404 reels of film. Of this number 292 are owned by OPL and 112 are on deposit. The 1973 budget for 16 mm films is $7,000 for English language and $8,000 for French language titles. EOLS contributed $6,000 in 1973.

In 1972, 8,968 16 mm films were loaned to individuals (including 4,809 to branches for programmes). The Boys and Girls Department also borrowed and exhibited a number of films but the number used is not included in the above figure. In addition filmstrips (4,021), recordings (15,426) and projectors (1,780) were loaned or used in the library in 1972. All these statistics are expected to rise in 1973.

Carlingwood is the only branch with a significant non-print collection of 688 phonodiscs and a small number of filmstrips which were used 190 times in 1972. The phonodiscs were circulated at the rate of about 12 per open day. This collection contains about 20 titles for children and about 28 in French. A few are borrowed from the main collection each year.

Here are a few comparative figures for other libraries in Ontario showing the stock of 16 mm films and phonodiscs.*

All libraries listed also have regional stocks in other libraries on which they can draw, whereas in Eastern Ontario OPL has by far the major collection of non-print materials.

Library	Population	Films	Sound Recordings
Ottawa	285,424	312	4,793
London	216,655	451	12,373
Scarborough	325,331	1,184	17,245
Etobicoke	280,722	1,383	8,204
Hamilton	301,530	740	1,840
Windsor	198,298	382	11,919

* All figures unedited from Public Library Statistics, 1972; prepared by the Provincial Library Service, Ontario Ministry of Colleges and Universities.

It is our opinion that the future of library service depends on the ability of the institution to supply diversified resources in any format efficiently and according to need. Less attention can now be given the form in which information is packaged and more to the content. Young people particularly are quite able to respond to recordings, or TV, or film as well as printed materials and draw from them whatever is relevant. The word "library" in most centres has come to mean more than a place to find a good book or consult an encyclopaedia.

Our impression is that the patrons of the branches of the OPL would welcome more recordings in disc, cassette or reel form. The branch staff would certainly be prepared to promote and organize such additions to conventional library services.

It is recommended that the selection of non-print materials be integrated with the selection procedures and policies which apply to books and that collections of phonodiscs, [illegible] and 8 mm films be built up and maintained in a[illegible] Mobile Service, that at least one 16 mm pro[illegible] supplied to each branch for in-library use and that all charges to the public for films and recordings be dropped.

10. SERVICE TO YOUNG ADULTS

Although library users attending school from grade 7 to 13 require a good deal of understanding and consideration, the trend in most public libraries is to integrate services and materials for this group with the adult service and collections. In Ottawa YA books are selected separately by a special committee but are interfiled with the adult non-fiction books. YA fiction is filed separately in browsing collections. Special activities for this student group are planned and a lot of attention is given to the assistance of young people with special bibliographies, displays, talks to groups, etc.

Our review of the YA service was not conducted in depth but now that this service is the responsibility of the head of the Adult Department we feel that

a complete analysis should be undertaken to [illegible]

ness among the teenagers themselves of [illegible]

this area.

We question particularly the validity [illegible]
selection routine for this age group. [illegible]
ages is one of the prime responsibilities of [illegible]
but the separation of students in grades 7 - 13 from other students without determining from the students themselves what their needs are may be a waste of resources and energy.

11. SERVICE TO THE ETHNIC POPULATION

In providing service to the ethnic population (other than English or French-speaking people) the OPL has concentrated on building up a central collection. This is the only satisfactory solution which could be adopted considering the fact that there are few areas in the City in which the ethnic population is large enough to warrant decentralization of the collection and its servicing. Only at West Branch, around which there is a concentration of Italian-speaking people, has a branch collection been developed and special programming been used to serve an ethnic minority. Other branches may and do borrow groups of books in foreign languages to meet local demand. The most used collections are those in the Italian, Dutch, German, and Hungarian languages and lately a demand for Portuguese and Spanish books has been growing.

The central collection consists of about 8,000 volumes in 22 languages. The budget for foreign literature ranges from $3,000-5,000 per annum. Basic literature collections, dictionaries and grammars are stressed and are used mostly by students. The general collection is somewhat dispersed in [illegible] groups of books for local use and [illegible] about [illegible] items [illegible] branches [illegible]

Our general impression of this service is that it is used at the main library (30-35 circulations per day) but little used in the branches. The major criticism voiced by the branch staffs relates to the fact that the foreign titles available are too classical and that there is not enough in any one language to offer sufficient choice to the users. In several languages such as Arabic, Chinese, Finnish, Gaelic and Japanese requests cannot be filled at all because of difficulties in selection.

It is reported that the users of the collection at the main library are mostly older people who want traditional works in their language, post-secondary students whose interest in their mother tongue has been revived [illegible] in language studies and short-term residents [illegible] demand [illegible] request more current publications and translations of Canadian, American and British titles.

These two rather distinct types of service require different approaches. To more clearly delineate the two more facts about the ethnic population in Ottawa are required.

It is recommended that research be conducted to ascertain more precisely the location, size and characteristics of the principal

ethnic groups within the City of Ottawa and the nature and strength of the demand from the principal groups for library materials in their languages. Based on this research it is recommended that a pool collection, mainly for branch use, be built up with the assistance of the ethnic community in the languages of the principal ethnic groups and circulated as deposit collections of not less than 1,000 items each to the branches and the Mobile Service as needed.*

It is recommended that the collection in the main library continue its present role as a more scholarly reference and circulating collection but with a greater emphasis on foreign language learning materials and on developing an information and referral centre for [illegible] visiting or living in Ottawa.

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* A breakdown of the ethnic population by origin and by census tract is available from Statistics Canada for 1971. This detailed information would be useful in the research recommended.

TABLE L

POPULATION BY MOTHER TONGUE
FOR CENSUS METROPOLITAN AREA OF OTTAWA-HULL
ONTARIO PART ONLY, 1971

Urbanized Core (inside the Greenbelt)	Total - 408,560
Italian	10,475
German	5,365
Chinese and Japanese	2,450
Polish	2,010
Netherlands	1,970
Ukrainian	1,740
Greek	1,175
Hungarian	1,105

All other groups total less than 1,000 each. Only the Italian group can be identified as residing in one neighbourhood in sufficient numbers to require special consideration.

12. DISPLAYS AND SIGNS

In all branches we found local displays, graphics and signage to be less than professional. In some cases shelf signs and notices were amateurish and in need of replacement. We do not wish to single out a particular branch because each does its best to fill this need from local talent. Given the high graphic standards of modern advertising, it is most important that public libraries, dependent as they are on good promotion techniques, should meet the competition offered by the commercial sector, banks, retail outlets and the institutions of all levels of government.

It is recommended that the central graphics and display unit be given the responsibility and facilities in the new main library to maintain the highest artistic and graphic standards for the entire library system and that this unit design, execute and distribute to the branches suitable shelf signs, posters, notices and displays.

A centralized unit such as this should, of course, serve the adult, children's, young people's, French and English needs in this area and should be placed under the supervision of the Technical Services Department.

13. GENERAL ADMINISTRATIVE SUGGESTIONS

a. To eliminate paperwork at branches and at the main library, membership cards should be made out at the branch after verification of the name and address in the city directory or telephone book. No file of registered borrowers is necessary at Main. Only a defaulters' file should be maintained as a tool for circulation control. When photo-charging is used a library borrower, in effect, reregisters each time a micro-photograph is taken of the loan transaction.

b. All "T cards" should be sorted at one central point mechanically and consideration should be given to adopting the several methods of computer-sorting now in use in libraries.

c. Inter-library lending among different libraries and between branches of books, non-print materials, photocopies and foreign language books should be promoted more by all branches and made more efficient by the use of a dedicated Teletype network (see system in operation in Metropolitan Toronto, Georgian Bay Regional System, etc.) or a closed telephone circuit between all branches and Main. Either system may be expanded in time to include the suburban system of Nepean and Gloucester as well as a link with a regional Telex unit. A private information network of this type to link the agencies of the OPL system can easily "plug in" via Telex to the Federal Government network as well as the National Library.

d. In our view a cost-benefit study of the "Duplicate Pay" collections will indicate that the administration costs of the scheme exceed the income realized from it. A very small number of persons use it and the selection available is small. A more realistic daily rental fee would be 25 cents if rental collections are to be continued, enlarged and made more attractive. However, our suggestion is that this marginal service be discontinued. In any case, it is our information that such rental collections may contravene the intention of the Public Libraries Act.

PART III

A PLAN FOR BRANCH DEVELOPMENT

If we assume an ultimate population for the City of Ottawa of 550,000 with no change in the present boundaries, an increase of about 250,000 will have to be accommodated by increasing the present densities, infilling and in new residential developments mostly in the southeastern and western areas of the City.*

Presently over 253,500 persons are being served by the branches and about 50,000 by the mobile service. In addition the main library serves the whole City and there is a small interchange of borrowers between Ottawa, Nepean, Gloucester, Vanier, Rockcliffe and Hull.

In the future the bookmobile (or bookmobiles) will continue to serve the more isolated residential areas or patrons of shopping centres on the periphery of the branch service areas and serve as a preliminary service unit to new branch locations by following local growth centres ahead of branch development. In our opinion a mobile service using two vehicles should not serve more than 70,000 persons and not less than 50,000. If the population unserved by branches exceeds 70,000 (exclusive of the population living close to the main library), new branch locations should be considered. However, the smallest branch should not serve less than a potential population of 20,000 to justify itself economically.

1. BRANCH DEVELOPMENT SCHEDULE, 1974 - 1980

We have already suggested a number of changes to the present branches. Alterations to and the redecoration of Rideau is scheduled. The redecoration and rearrangement of West should take place as soon as possible. Improvements to the present Hampton Park branch should also be completed in 1974 with costs kept to a minimum. All new furniture purchased for Hampton Park can, of course, be moved to the new recommended location or transferred to the recommended Rideau View branch in 1976.

1973-74 - Rideau Branch redecorated and rearranged. Parking for the public to be provided on city property behind the library.

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* The Ottawa-Carleton Planning Dept. projects a probable population for the City of Ottawa of 409,700 with a high of 493,660. The City of Ottawa Planning Dept. project is 488,400 to 563,800. See Memorandum to File:11170 - City of Ottawa Planning Dept. Sept. 26, 1972.

1974-75 - New branch to serve South Alta Vista and Ridgemont on property already acquired by the Board opposite Charlebois, Ridgemont and Charles H. Hulse schools on Alta Vista Drive.

This one-acre site is adequate in size for the two-storey 16,000 square foot building planned for completion in 1975 at a capital cost of $500,000. In our opinion a better site would have been one closer to or a part of the commercial-retail centre developing at the Alta Vista Drive and Bank Street corner. However, with adequate public parking and the possibility of a drive through to Grasmere Crescent, the acquired site should serve well most of Alta Vista, Ridgemont and Ellwood to the south and in addition should draw patrons from Heron Park and Heron Road East. The population of the immediate area is about 15,500 and the potential population to be served is 20,000 but presumably this will increase with new residential development particularly to the south and east. It will be interesting to study the effect of this new branch on the use of South Branch. Our plotting of the principal service area of South Branch indicates that, at present, considerable patronage originates in the Alta Vista and Riverside Park areas.

1976 - Alternative 1

Move Hampton Park Branch from the Hampton Park Plaza to the Westgate Plaza to eliminate the overlap of the service areas with West and Carlingwood Branches and enlarge the space available for public service. This new location would serve principally the Carlington area and the apartment dwellers on Carling Avenue west and east of the Royal Ottawa Hospital. The population served will be reduced to about 18,000, but this will increase to 25,000 or much higher if the Experimental Farm, west of Merivale Road, is developed. If possible, 3,000 square feet should be acquired in the Westgate Plaza.

Alternative 2

Close the Hampton Park Branch reallocating the stock to Carlingwood or using it as the nucleus of a new collection for Rideau Vie. The area now served by Hampton Park north of the Queensway would be the responsibility of Carlingwood but the area to the south (Carlington) and east along Carling Avenue would require at least 2 new bookmobile stops. Without a branch in the area many residents of the Carlington area would, of course, be served by the large Nepean branch on Merivale Road to the south.

Alternative 1 is recommended to the Board as the best long-run solution to the problem of improving service in the area.

1977 - A new branch of approximately 4,000 square feet to be opened in leased premises in the Rideau View Shopping Centre at the corner of Prince of Wales Drive and Meadowlands Drive. By 1976 this plaza should be developed fully and the population to be served in the immediate neighbourhood (Carleton Heights, Rideau View and Courtland Park) should reach 12,000. The ultimate population planned for the area is 16,000. However, because of its strategic location at the intersection of two major arteries, the shopping centre will attract patrons from at least three miles away.* The success or failure of the Rideau View bookmobile stop will offer an indication of the need for a branch in the area.

1978 - The St. Laurent Branch should be enlarged as recommended in our review in Part II of the report. It is estimated that 4,000 square feet on two floors will accommodate more space for student service, an office, a workroom and a multi-purpose room for children's and community activities.

In the meantime, however, more public parking space should be provided by acquiring property to the east as soon as possible. An improvement in the parking situation would, in our opinion, increase use of the branch by adults.

1979-80 - Most large new commercial and residential developments will take place in the area designated by the Planning Department as Planning District 17. This is the area roughly south of Walkley Road to the City boundary and east of the Rideau River. The present South Keys neighbourhood is to be the district centre. Development pressures in District 17 have increased since the completion of the Green Creek Collector Sewer and a number of projects are already underway. The present population is 9,200. If South Keys and the surrounding areas east and west of the Sawmill Creek Parkway grow to a population of 15,000 or more, and a suitable commercial-retail centre develops, a branch library sited in such a centre should be opened to serve District 17. If the large ultimate population of this area is not served by a new branch, the Alta Vista Branch (1 1/2 miles away) and Elmvale Acres (3 1/2 miles away) will be taxed beyond their capacities in time.

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* See Ottawa Planning Board. Official Plan, Amendment #64. Plan for District 16.

2. RECOMMENDED CHANGES IN BOOKMOBILE STOPS FOR 1974-75

Assuming that stops on school property will be phased out as recommended earlier, it is suggested that the following additional locations be considered for bookmobile service and phased in between August, 1974 and August, 1975.

Western District

a. Lincoln Fields Shopping Centre.

b. Queensway Terrace South, also serving Ridgeview.

c. Ottawa West (west of Tunney's Pasture).

d. Other commercial-retail centres which may develop outside of the branch service areas.

Eastern District

a. Faircrest near the intersection of Smyth Road and Alta Vista Drive (also serving Rideau Park). This stop may be cancelled when the Alta Vista Branch is opened.

b. Lindenlea, to serve New Edinburgh and also south Rockcliffe Park and a part of Vanier.

c. Alta Vista Shopping Centre (on Alta Vista Drive south of the Post Office).

d. Riverside Mall to serve Riverside Park (Ridgewood and Riverside Drive).

e. Sheffield Road and Leeds (approx.) east of Elmvale Acres and the CNR tracks.

f. Other commercial-retail centres which may develop outside of the branch service areas.

For administrative efficiency the routes of the two bookmobiles should correspond to the two districts suggested in Section 4 of Part III and the service pattern of each co-ordinated closely with the "District Library Centres".

3. BRANCH DEVELOPMENT AFTER 1980

After 1980 and the branch in Planning District 17 has been opened, we predict the need for a facility in the western area of the City which will probably complete branch development for the foreseeable future. South of the Queensway and west of Clyde Avenue is the most likely area. However, it becomes most difficult and probably of little immediate value to pin-point a site. Many development factors could influence the choice of a specific location for this final branch. Important among these factors will be the final route chosen for the new north-south transportation corridors presently under discussion by the Regional Municipality of Ottawa-Carleton.

In addition, soon after 1980, consideration will have to be given to the replacement of the Rideau and West branches. These old buildings, in spite of the planned renovations, may have outlived their usefulness and become too expensive to maintain.

The need for branch service in the old West Ottawa area will be maintained. The population of the neighbourhoods seems to be stable. An increase in density along Scott Street can be predicted if rapid transit is developed.

A new West Branch, renamed Wellington West Branch, should be sited in the same general area (closer to Wellington Street if possible) and should be about 12,500 square feet in area with a community meeting room, a strong Italian collection and other resources and services which reflect the needs of the area as it will have developed.

The present service area of the Rideau Branch may develop differently, however. If the present trend continues, Lower Town East will be weakened as a residential community as retail-commercial uses take over. Likewise the character of Sandy Hill may change considerably. Considering the fact that the present branch is only about 1 1/4 miles from the main library, the decision to replace it or not will require thorough study of the future of the community around it.

If a new Rideau Branch is built it should be about 17,000 square feet. The cost of adding to the present building would be considerable on a square foot basis and is not recommended. If a new building is built, the site is a good one except for parking. The new building should be constructed closer to the street line with two floors or two floors and a basement. The community centre orientation stressed earlier should be built into the design.

4. A DISTRICT LIBRARY SERVICE FOR THE FUTURE

As a general future concept, assuming no further amalgamation of the City of Ottawa with the portions of Nepean and Gloucester Townships inside the N.C.C. Greenbelt or with Rockcliffe or Vanier, we would recommend a decentralization of the OPL library system into two sub-systems plus the main library when the population of the present City reaches 400,000. The two District Library Systems, one east of the Rideau Canal, Mooney's Bay and the Rideau River and one west, would be administered centrally by a Branch Coordinator but within each sub-system the "District Librarian" would be responsible for the "District Library Centre" and its "Community Branches". "The Eastern District" now has a population of 136,685 and "the Western District" 165,655 but in time this difference will even out because the largest remaining open space for population growth is in the southern portion of the eastern area.

The two District Library Centres would have a mixed media collection of about 125,000 items of current interest with a reference collection of 15,000 items (all weeded and older publications and periodicals over five years old will be sent to main), at least 200 periodical subscriptions, selected government documents, newspapers, maps and realia, microfilm and microfiche collections with reader-printers, a sub-collection of 250 16 mm films and 300 8 mm films in reel and cassette format, projectors and other A-V equipment, 2,000 phonodiscs with individual and gang listening facilities, language-learning facilities and in all media French collections appropriate to the French-speaking population served. The ethnic population should also be provided with books in foreign languages. "District Centre" staff would need to reach 20 to 25 full-time persons including bilingual staff on all levels and including one-third professional librarians, one-third library technicians and one-third clerical. A full programme of informal courses for students and adults will stress urban issues, national problems and generally individual sessions of importance to a wide area.

The 'District Centre" buildings should be a minimum of 25,000 square feet with strong reference potential, (neither the present Carlingwood nor the planned Alta Vista Branches qualify as District Centres without considerable enlargement of their facilities and collections), superior student study facilities, long open hours and be equipped with an electronic coaxial cable link with the new main library for an "on line" computer capability, for the potential facsimile reproduction of documents in both directions, intra-library exchange of material and information and CRT units for bibliographic control in the future.

Each "District Centre" will have its own cluster of "Community Branch Libraries" which will be in separate buildings or attached to shopping centres or community complexes. The "Community Branches" will emphasize service to children and parents and provide popular, current and local interest material. Reference facilities will be restricted to an

up-to-date collection of basic information sources. There will be A-V materials provided for home lending and a full programme of local interest activities aimed mostly at children out-of-school and parents. Individual and personal service will be the special consideration of these branches. "Community Branches" will be linked via Teletype or a direct and exclusive telephone line to their "District Centre". If there is a central bibliographic centre in the main library, there might be a direct link from the branches to main.

The branch collections should not be less than 25-30,000 items with about 300 reference titles and, of course, the appropriate proportion of French, English and foreign language material, 40-50 periodical titles, 500-1,000 phonodisc and cassette recordings, and an 8 mm film collection. The foreign language books, phonodiscs, cassettes and 8 mm films should be exchanged between branches regularly.

Branch staffs should be headed by a library technician with a library technician children's specialist as an assistant and be supervised by a senior librarian from the District Centre.

These Community Branches, if housed in separate buildings, should be about 6,000 square feet; if housed in shopping centres, 4,000 square feet would be sufficient.

In total each District would require not more than 4 Community Branches and 1 District Centre each. At the time of full development the system will no longer have need of a mobile service. Until full development has been reached the bookmobile schedule would be divided by District and be coordinated with the needs and service areas of each District Centre. The total system would provide about 740,000 items of library material (including about 10% non-print material) which about meets the accepted standard for a community over 500,000 population.

It is recommended that the Ottawa Public Library Board accept in principle the development of a "two-district" organization of library service based on the guidelines set out in this report. It is recommended that planning for such a system begin as soon as possible and be fully operative by the time the population of the City has reached 400,000.

ACKNOWLEDGEMENTS

For the facts and opinions offered to us during the course of this study, we are grateful to many people. Everyone we met was most helpful and frank. The branch heads and their staffs went to considerable trouble to gather statistics and to fill in questionnaires. The Director of the Ottawa Public Library, Mr. Claude Aubry, gave us guidance and assistance whenever it was needed, Miss Jean de Temple, the Assistant Director, supplied documents, reports and administrative assistance and offered valuable suggestions. Her secretary, Mrs. Ann Lupiana found the right people and arranged appointments. We would also like to thank Mr. Blain, Administrative Officer, all Branch Heads, the Department Heads we consulted in the main Library and the Head of the Mobile Library Services. Mr. Larry Eshelman, Assistant Director of the Eastern Ontario Library System, Mr. N.T. Brereton, Senior Planner for the Regional Municipality of Ottawa-Carleton and Mr. J.G. Reid, Director of Planning for the City of Ottawa gave valuable assistance.

Finally we wish to thank the many people at the Boards of Education in Ottawa, and the Provincial Library Service of the Ministry of Colleges and Universities in Toronto.